Oracle® User Productivity Kit
Knowledge Center

Contents

Knowledge Center

The Knowledge Center is a browser-based application that enables you to obtain knowledge via the Internet or your company's intranet. Whether you need to learn something new or just need a refresher, it can provide instruction to meet your specific needs.

1 Overview and Documentation

This suite of applications provides a synchronized content platform for creating documentation, training, and performance support across the enterprise. Its use is generally limited to a team of content authors and/or subject matter experts. The content is made available to users through a Player, document output, or a Knowledge Center. Content can also be tracked to ensure that users understand and learn the content that authors are providing.

Copyright

Version 11.1.0.1

The following components are available for installation:

Developer – The Developer is the primary content authoring tool that allows you to create and publish content easily. Using a content Library for organization and storage, you can build outlines comprised of various documents such as modules/sections, topics, glossaries, questions, and assessments. Content can then be enhanced with additional assets such as conceptual web pages, package content (such as documents, spreadsheets, presentation slide decks, web sites, flash content, HTML pages), role assignments, and so on. Content can then be published as playable simulations, various flavors of documentation output (such as job aids, training guides, instructor manuals, test and system process documents), and context-sensitive, in-application support, help systems. The Developer can be installed for one author or as a collaborative and centralized platform for authoring teams, subject matter experts, content reviewers, and so on.

Knowledge Center – The Knowledge Center is a centralized platform for content deployment, tracking, and reporting. The Knowledge Center provides the infrastructure and tools for importing, organizing, and deploying content created in the Developer (and other applications), managing users and the content that is made available to them, tracking how deployed content is used, and reporting on the content that is consumed. The extent of these capabilities depends on whether you are using the Standard edition (basic usage tracking and reporting) or the Professional edition (more sophisticated user and content management, content organization and deployment, usage tracking, and reporting capabilities typically found in learning content management systems).

You might be interested to note that all of this documentation/help was authored and published using this product.

Documentation consists of the following manuals and help systems. The PDF manuals are delivered and stored in the **documentation\language code\reference** folder where the Developer is installed. Help systems and some PDF manuals are available when you launch each product component such as the Developer, Player, Knowledge Center, and so on. Documentation can also be accessed from the documentation shortcut on the Windows Start program menu.

Content on functionality available in the Professional edition is also included in this documentation and identified as such by the phrase "available only in the Professional edition".

- **Installation and Administration**: This PDF manual provides instructions for installing the Developer in a single-user or multi-user environment as well as information on how to add and manage users and content in a multi-user installation. An Administration help system also appears in the Developer for authors configured as administrators. This manual also provides instructions for installing and configuring the Knowledge Center, including the Content Root (or content repository), and the User Import Utility.

- **Content Development**: This help system and PDF manual provides information on how to create, maintain, and publish content using the Developer. The content of this manual also appears in the Developer help system.
- **Content Deployment**: This PDF manual provides information on how to deploy content created in, and published from the Developer.
- **Content Player**: This help system provides instructions on how to view content using the Player.
- **Reports Management**: This help system and PDF manual provides instructions on how to run and manage usage tracking and other reports.
- **User and Content Management**: This help system and PDF manual provides instructions on how to create user accounts, user groups, and knowledge paths, import content, and server management.
- **In-Application Support**: This help system and PDF manual provides information on how to implement content-sensitive, in-application support for enterprise applications using Player content.
- **Upgrade**: This PDF manual provides information on how to upgrade from a previous version to the current version.
- **Knowledge Center**: This help system provides instructions on how to use the Knowledge Center options such as Knowledge Paths, Notes and Mentoring, and so on.

2 Log in

To start the Knowledge Center, you may need to log in depending on the authentication method used. If required to log in, you need to log in with a valid user account. Depending on your setup, you may also see a Workgroup field. A workgroup is a collection of users, user groups, and knowledge paths. If there is more than one workgroup on the server, you may need to select a workgroup.

If you do not want to enter user credentials each time you log in, the Save my username and password option can be enabled. You can then bypass the Login page, starting with the next session. When you enable this option, the Home page appears each time the Knowledge Center starts. This option does not appear if your administrator has disabled it.

A user account may have dates attached to it. If your administrator sets a start date for your account, you cannot log into the system until the start date. If you attempt to log in before the start date, a message appears, informing you that your account will not be activated until mm/dd/yyyy. If your administrator set an end date for your account, you cannot log in after that date. Depending on the options set for you, you may receive a message that your account will expire in x days. The message appears in red text on the home page. If you attempt to log into the Knowledge Center with an expired account, a message appears, informing you that your account expired on mm/dd/yyyy. If dates are not set, your account is valid as soon as it is created and does not expire.

If you want the Knowledge Center to appear in a language that is different than what is used for the Login page, you can choose a language from the list of available languages.

To log in to Knowledge Center:

1. Open your browser and navigate to the link supplied by your administrator.
2. Enter a valid user name in the **Username** field.
3. Enter a valid password in the **Password** field.
4. If the **Workgroup** field is present, select the appropriate workgroup for the user name you entered.
5. Click the **Save my user name and password** option if you want to skip the login screen the next time you start Knowledge Center.
6. Click the language in which you want the interface to appear.
7. Click **Login**.

Forgot Your Password Link

If you forget your password, you can use the Forgot your password? link (if the administrator has enabled this setting on the server). This link allows you to enter either your username or your e-mail address. When you click OK, a message is automatically submitted to the administrator. You will then receive an e-mail message from the administrator that contains a link to a page where you can reset your password.

To log in if you have forgotten your password:

1. Open your browser and navigate to the link supplied by your administrator.
2. Click **Forgot your password?**.
3. Enter your user name in the **Username** field.

4. Enter your email address in the **E-mail address** field.

5. If the **Workgroup** field is present, select a workgroup.

6. Click **Submit**.

2.1 Create a New User

The New User button may appear on the Login page, which allows you to create a new user account. The user account can be used to log in and access any content that is available to all users, but the user will not be enrolled in any Knowledge Paths.

The new user page contains fields in which you can enter the necessary information to create a Knowledge Center account. A red asterisk appears to the left of each mandatory field, including Last Name, First Name, and Username. If usernames are automatically generated, you will not need to complete this field as it will be automatically populated once you complete the First Name and Last Name fields. Fields without an asterisk to the left are optional.

If there is more than one workgroup at a company, you need to select a workgroup when creating a new account. The Workgroup list only appears if more than one workgroup is available.

The administrator may have defined custom user fields that you can complete, such as Office or Date of Hire. These fields can be designated as optional or required.

To create a new user:

1. Open your browser and navigate to the link supplied by your administrator.

2. Click **New User**.

3. If the **Workgroup** field is present, select the workgroup in which you want to create the new user.

4. Enter the user's last name in the **Last Name** field.

5. Enter the user's first name in the **First Name** field.

6. Enter a username for the user in the **Username** field.

   If usernames are automatically generated, you will not need to complete this field as it will be automatically populated once you complete the Last and First Name fields.

7. (Optional) Enter the user's email address in the **E-mail Address** field.

8. Enter a password in the **Password** field.

9. Enter the same password in the **Confirm Password** field.

10. Click **Login**.

11. On the Login page, use the new username and password you just created to log in.

3 Home Page

After you log in, the Knowledge Center home page appears. From the home page, you can start new subjects; continue a subject from a previous session; search for a specific subject; update your profile; or view notes made while taking a subject. The Home button in the title bar at the top of any page returns you to this page.

Note: The options that you have on the home page will vary depending on the setup at your company.

The home page contains a Navigation pane and a My Knowledge Center pane.

My Knowledge Center

The My Knowledge Center pane provides links to your subject in progress as well as the history of the subjects you have accessed. These links only appear if you have logged in previously. There is also a link to view a report of your usage summary, which includes the knowledge paths and date enrolled and your progress in each.

There are two icons that appear in the title bar of the My Knowledge Center pane as well as all the other pages in Knowledge Center. Clicking the Help icon opens the Knowledge Center help system, and clicking the Logout icon logs you out of the Knowledge Center. This icon only appears if you are logged in under Standard authentication.

Navigation

The Navigation pane appears on the left side of the Knowledge Center. It may contain the following links, depending on the setup at your company and the product that has been installed. Several of these links are available only in the Professional edition.

- **Knowledge Paths**: Displays a list of available knowledge paths. A link is also available to enroll or withdraw from knowledge paths and start taking a subject. This link only appears if the administrator has enabled this feature.
- **Player**: Opens content directly in the Player, instead of going through a knowledge path. This link only appears if the administrator has enabled this feature and there are titles that have been designated as available for direct launch.
- **Search**: Opens the Search page to locate specific information in a subject. This link only appears if the administrator has enabled this feature.
- **Ask an Expert**: Accesses the expert advice features. The Expert Advice feature enables users to communicate with subject matter experts regarding the subject content. This link only appears if the administrator enabled the Expert Advice feature.
- **Answer a Question**: Allows an expert to view a list of expert advice questions to address. This only appears for users designated as experts for particular titles. An expert is someone who is a subject matter expert for one or more subjects. This link only appears if the administrator enabled the Expert Advice feature.
- **Review Feedback**: Allows a feedback monitor to view a list of feedback comments. A feedback monitor is someone who can view feedback and run a report. Also allows a user to view comments about titles he or she is enrolled in, including their own comments.
- **Manager**: Allows you to create user accounts, user groups, and knowledge paths, import content, and manage the server. The Manager link only appears if you have System Administrator or Manager permission.

- **Notebook**: Allows you to view a list of sections in various subjects that contain notes or are bookmarked. You can view or delete notes, as well as return to the sections in the subjects to which they apply. This link only appears if the administrator has enabled this feature.
- **Reports**: Allows you to create and run a variety of reports, such as a usage summary that details an individual's progress or a breakdown of assessment questions and their effectiveness. The Reports link only appears if you have permission to run reports.
- **User Profile**: Displays the User Profile page where you can modify account information, such as first or last name, e-mail address, and password. You may be able to change personal settings or only view them. In addition, if the manager disabled the change password feature, the password fields do not appear on this page. This link only appears if the administrator has enabled this feature.

3.1 Continue Subjects in Progress

If you exit a subject or assessment in progress, the next time you log in the subject name appears as a link in the Welcome section in the My Knowledge Center pane. This link allows you to return quickly to where you stopped in the subject. This link is only available if you have already started a subject.

After starting at least one subject, a History area appears below the welcome message. This area provides links to the last five subjects in which you worked. These links bring you to the subject interface for the selected subject, with the first section in the subject outline selected.

To continue a subject in progress:

1. To continue the most recent subject in which you worked, click the link for the subject in the Welcome area.
2. To continue another subject in progress, click the link for the subject in the History area.

3.2 View Usage Summary

The Usage Summary area of the home page includes a link to a report that includes the knowledge paths in which you are enrolled and activity status indicating the date you last worked in a subject. This report also includes assessment scores, as well as subject progress, expressed as a percentage. The Usage Summary report enables you to evaluate your progress in subjects that you have taken.

Your name, username, and workgroup appear at the top of the report. Following is a description of the information that appears in the report:

Name (Knowledge Path): This column displays the knowledge path name.

Date Enrolled (Knowledge Path): This column displays the date you enrolled (or the manager enrolled you) in the knowledge path.

Name (Activity): This column displays the name of the activity for each knowledge path listed.

Date Last Active in Subject (Activity): This column displays the date you last worked in the subject.

Pre (Scores): This column displays your score for the pre-assessment, if applicable.

Place-out (Scores): This column displays the place-out score, if any, that is needed to place out of the pre-assessment.

Post (Scores): This column displays your score for the post-assessment, if applicable.

Required (Scores): This column displays the required score, if any, that is needed to continue on to the next activity.

Subject (Progress): This column displays how much of the subject you completed, expressed as a percentage.

4 Knowledge Paths

In the Knowledge Center, you can access the content through knowledge paths. A knowledge path can contain a series of related subjects or a single subject. It may also control the way you progress through the material. For example, the knowledge path for Microsoft Word may contain the Basic, Intermediate, and Advanced Word subjects, and it may require you to take the Basic subject before you can access the Intermediate subject.

Subjects include the content, which can be web pages, multimedia, audio, and video. Subjects may also include assessments, which may appear within the subject outline as a review or before and after the subject, as pre- and post-assessments. Depending on the setup of the subject, the pre-assessment may be required before you can start the content, and the post-assessment may be required before you can access the next subject in the knowledge path.

The Knowledge Paths link gives you access to the knowledge paths in which you are enrolled. You can also choose to enroll in optional knowledge paths. The Knowledge Paths link only appears if the administrator has enabled this feature.

4.1 Knowledge Paths Page

When you click the Knowledge Paths link, the Knowledge Paths page opens. From this page, you can select the desired knowledge path and begin taking the subjects included in the path. The knowledge paths may be organized into categories to help you find a particular subject. Knowledge paths that are not categorized appear below the General heading.

When you access the Knowledge Center for the first time, the list on the Knowledge Paths page reflects the paths in which your manager has enrolled you. If the Knowledge Paths page does not display any knowledge paths, or you want to look for more available subjects, you can click the Enroll or Withdraw from Knowledge Paths link to self-enroll in a knowledge path. However, this link is available only if self-enrollment is enabled.

4.1.1 Enroll in a Knowledge Path

The Enrollment page lists the knowledge paths in which you can enroll or are already enrolled. The process by which you enroll in a knowledge path depends upon your organization's setup. You may be able to enroll in a subject, or the administrator may handle enrollment. The Enrollment page displays only those paths with self-enrollment enabled and in which the administrator did not already enroll you. You can only withdraw from knowledge paths in which you enrolled yourself.

If no paths are available for self-enrollment, a "No knowledge paths are available for enrollment." message appears.

To enroll in or withdraw from a knowledge path:

1. From the Knowledge Paths page, click the **Enroll or Withdraw From Knowledge Paths** link.

2. Click the **Click here to Enroll** link to the right of the knowledge path in which you want to enroll.

3. Click the **Click here to Withdraw** link to the right of the knowledge path from which you want to withdraw.

4. Click to return to the Knowledge Paths page.

4.2 Paths to Subjects Page

You access the Paths to Subjects page by clicking the Knowledge Path link on the home page and then clicking the link for the desired knowledge path on the Knowledge Paths page. The

Paths to Subjects page appears with different options, depending on whether you are starting or continuing a subject.

The Info link gives you access to the Subject Tracking Information page. This page displays the scores on the pre- and post-assessments and the percentage complete for the subject as a whole. There is also a link to enable you to display more detail about your progress in the individual sections and topics in the subject.

To start or continue a subject:

1. Click the **Start** link next to the subject you want to start.

   or

   Click the **Continue** link to continue a subject you were working on previously.

   Note: When you click the Continue link, the subject opens at the place where you stopped previously.

2. Click **Restart** to restart a subject from the beginning.

To view information about a subject:

1. Click the **Info** link next to the subject.
2. On the Subject Tracking Information window, click the **Show Detail** link next to the subject to display the Subject Tracking Detail screen.
3. Expand the outline in the Subject Tracking Detail window as desired to view the course.
4. Click next to a topic to open the Runtime Info box and display the details for that topic.
5. Click **Close** to close the Runtime Info box.
6. Click twice to close the Subject Tracking Detail and Subject Tracking Information windows.

4.3 Play a Subject

By default, the subject interface consists of an Outline pane on the left and the Concept pane on the right. The Outline pane displays the status of sections in a hierarchical outline. Clicking a plus symbol (**+**) displays subordinate levels and clicking a minus symbol (**-**) hides subordinate levels. Subject sections containing other sections are represented by book icons. Sections containing content files only are represented by page icons.

There are two modes available for running a subject: Sequenced and Explorer. How you navigate the outline depends upon the mode. In Explorer mode, which is the default, you can choose subject sections from the outline at random. Therefore, you are not limited to taking a subject in a predefined order. In Sequenced mode, you move sequentially through the outline, working through each section from beginning to end. As you move through the subject in either mode, content displays in the Concept pane on the right. The nature of the content may vary. There may be conceptual information, some of which may be interactive. If the item is a topic, play modes may be available through buttons at the top of the Concept pane. In addition, there may be questions. For more information about how to play the content, click the Help icon in the blue bar immediately above the Concept pane.

You can resize the Outline pane and content display area by clicking the mouse pointer on the border between them, and then dragging the border to resize it. You can begin dragging when the mouse pointer changes into a double-headed arrow.

As you complete subject sections, the tracking status icon next to the section indicates completion. When all subsections within a section are complete, the tracking status icon next to the main section shows completion.

Tracking Status Indicators: The following tracking status indicators can appear next to document names in the outline:

Indicates an outline document is not started
Indicates an outline document is in progress
Indicates an outline document is complete (non-scoreable document)
Indicates a question or topic with a scoreable Know It? mode has been passed
Indicates a question or topic with a scoreable Know It? mode has been failed

Tracking status text can also appear in the toolbar above the Concept pane and displays the status of the document selected in the Outline pane. Status text that can appear are Not Attempted, In Progress, Passed, Failed, or Complete.

The status indicators in the outline represent the progress overall, with pass/fails based on last completed attempt, and the status indicators above the Concept pane represent the status of the current attempt. Therefore, the status indicators may not match. Some details on the changes to status, based on the attempt, are below.

- The first time a topic is selected, the status updates from “not started” to "in progress". This is the start of a new attempt.

- Any subsequent times a topic is selected, it retains its current status until you actively select a play mode, and then the status updates to "in progress". It remains in progress until you complete the required mode, and then the topic is set to pass/fail/complete, depending on whether KnowIt is part of the topic. This is a continuation of the current attempt.

- If the topic is marked pass/fail/complete, it resets to “in progress” when you launch any mode, and it updates to pass/fail if you complete the required mode again. This is a new attempt.

To play a subject:

1. If the Outline pane is displayed, click an outline item to display its contents or use and to go to the next or previous item in the outline.

2. If the Outline pane is hidden, use the **Previous** and **Next** links in the title bar.

3. At any time, you can click to return to the Paths to Subjects page or to return to the Knowledge Center home page.

To resize the outline pane:

1. Click on to the border between the Outline pane and the content display area.

2. Drag the border to the desired position.

To hide or show the outline:

1. In the Outline pane, click the **Hide** link to hide the outline.

2. Click the **Show Navigation** link to display the outline.

4.3.1 Answer Questions

Questions may appear in the subject outline, either within sections in the outline or grouped together in an assessment. Questions in the outline serve as a review of the subject content. They can be in the form of true/false; multiple-choice (single answer); multiple-choice (many answer); hotspot; matching; and fill-in. Questions can also be of a custom type, that may be in the form of a Macromedia Flash file, HTML page, or another format created in another application. Assessments may also contain Know It? questions, which launch the Know It? play mode for specific topics in the assessment. See *Answer Know It? Questions* in the Assessments section for more information about Know It? questions.

If you are working in Sequenced mode, without the Outline pane displayed, a Question box opens when you move to a question in the subject. If you are working with the Outline pane displayed, in Sequenced or Explorer mode, you can click a question icon to display a question for a particular section.

During subject playback, the question icons indicate whether the question was answered correctly or incorrectly. A green checkmark indicates that you answered the question correctly, while a red X means an incorrect answer.

After selecting an answer, you may see remediation information. Depending upon the setup, the remediation may simply indicate if an answer was correct or incorrect, or it may include detailed information that fully explains why the correct answer is correct.

To answer a question:

1. Navigate to the question in the outline.

2. Depending on the question type, click the answer or answers, match the items in the list, click the hotspot, or type the answer.

3. Click **OK**.

   Remediation appears to indicate whether your answer was correct or incorrect and may display why it is correct or incorrect.

   Note: If you clicked Do Not Know, your answer is incorrect. If your answer was incorrect, a Show Answer link is available.

4. Click **Next** to move to the next item in the outline or click **Take question again** to reset the question (clearing the answer and remediation) so you can try it again.

4.3.2 Add a Note

While taking the subject, you can use the Notebook feature to record notes, if this feature is enabled. You can add text to a note, just as if writing a note in a paper notebook. You can view these notes later, or use them as a bookmark to specific topics or information in the subject. Later, you can open the note from the Notebook page in the Knowledge Center and return to the subject.

There is an Add Note link at the top of each page while you are working with the subject content. Click this link to open the Note window. The Description field displays the section name; however, you can edit the description text as desired. The text in this field appears on the Notebook page, followed by the subject title. Below the Description field is the Additional

Notes field where you can enter up to 255 characters of text. You can enter a brief description of the note, plus more detailed information, if desired.

If the Note window blocks your view of the subject content, it can be moved by dragging the window title bar to the desired location.

Note: If you have already added a note to a particular outline item, the link changes to View Note.

To add a note:

1. While taking the subject, click **Add Note**.
2. Edit the information in the **Description** field as desired.
3. Add text in the **Additional Notes** field as desired.
4. Click **Save**.

To edit a note:

1. While taking the subject, click **View Note**.
2. Edit the information as desired.
3. Click **Save**.

To delete a note:

1. Click **View Note**.
2. Click **Delete**.

Warning!: Once you click the Delete button, the note is deleted and the action cannot be undone.

4.3.3 Share Content link

When content is launched in the Knowledge Center using the Player link, the Share link appears in the Player toolbar.

The Share link provides the ability to send a URL link to a specific topic (or other asset such as a question) in the Player to other users. The URL to the asset displays as a modeless topic launch point that can be cut and pasted to e-mail or other messaging software.

The Share link does not appear for content launched through a Knowledge Path.

Note: If the user is required to log in to the Knowledge Center, they are prompted for login credentials when accessing an asset from the Share link. See *Log in* for more information on configuring Knowledge Center login.

4.3.4 Provide Feedback

In the subject interface, may appear in the navigation bar. Click it to open the Feedback Details window and submit your feedback to the author.

When posting a comment, you need to include a subject as well as the comment. When the comment is complete, click the Submit button to send it to the author.

If you launch the Feedback Details window while you are taking a subject, the View Existing Feedback link appears. This link allows you to open the Review Feedback window to display the existing comments you submitted for the subject.

4.4 Assessments

When you are taking a subject, you may see a pre-assessment (taken before the subject), a post-assessment (taken after the subject), and/or an assessment within the outline itself.

A pre-assessment enables you to record baseline knowledge prior to taking the subject and then compare it with post-subject knowledge to determine the level of knowledge gained. A pre-assessment also enables you to take advantage of the personalized content feature, if it is available. When the personalized content feature is enabled, assessment results are used to create a personalized subject, which is a customized version of the full subject. You can create personalized content by excluding sections from the subject for which you demonstrated competency via the assessment. You may also be able to test out of a subject. A manager can set options that allow you to skip a subject and post-assessment if you meet or exceed a particular score on the pre-assessment.

A post-assessment gauges your understanding of the material after you take the subject, and provides a review of the material. A certain score may be required on the post-assessment for you to move on to the next activity, if one is available. In addition, personalized content is updated to reflect the results of a post-assessment. You can continue to use the new personalized content to focus only on the information with which you had difficulty.

An assessment in the outline can function as a review of the material in the section.

You can retake a post-assessment and an assessment in the outline, even after moving on to other activities. Pre-assessments, however, can be taken only once.

4.4.1 Answer Assessment Questions

When you start an assessment, assessment questions appear one at a time, and you can respond by typing or clicking an answer. Assessment questions can be in the form of true/false; multiple-choice (single answer); multiple-choice (many answer); hotspot; matching; and fill-in. Assessment questions can also be of a custom type, that may be in the form of a Macromedia Flash file, HTML page, or another format created in another application.

Before you submit a final answer to a question, you can change the answer as many times as desired. Once you select an answer and the response is recorded, you cannot return to the question. If you do not know the answer to a question or are unsure, you can click Do Not Know in the Question box instead of guessing at an answer. When you click Do Not Know, the answer is considered incorrect for scoring purposes.

After selecting an answer, you may see remediation information. Depending upon the setup, the remediation may simply indicate if an answer was correct or incorrect, or it may include detailed information that fully explains why the correct answer is correct. After viewing the available information, you can continue on to the next question. The remediation feature can also be disabled, in which case the next question appears.

In a pre-assessment or post-assessment, a Show Associated Content link appears in the remediation window if the feature is enabled. When you click the link, the subject interface opens with the content displayed that contains the related instructional content. This new window may include navigation buttons, as well as a graphic that displays pertinent information. When you finish reviewing the content, you can close the window and continue taking the assessment.

As you move through the assessment questions, the progress pane at the bottom of the window shows the number of the current question and how many total questions are in the assessment.

To answer a question in an assessment:

1. Depending on the question type, click the answer or answers, match the items in the list, click the hotspot, or type the answer.

2. Click **OK**. Remediation appears to indicate whether your answer was correct or incorrect and may also provide information as to why the answer was correct or incorrect.

   Note: If you clicked **Do Not Know**, your answer is incorrect.

3. Click **Continue** to move to the next question in the assessment.

4.4.2 Answer Know It? Questions

Assessments may also contain Know It? questions. Know It? questions launch the Know It? play mode for a topic. The Know It? bubble opens with the score needed to pass. Know It? questions contribute to the final assessment score, but are also scored individually. Each Know It? question has a passing score percentage based on the number of steps completed correctly. Since Know It? mode is a simulated evaluation, you must perform the steps of the topic exactly as they were recorded during the content creation. If Try It! mode includes alternative methods of performing a step, either method will be scored properly in Know It? mode.

After you complete the Know It? steps, you are presented with your score as a percentage of steps completed properly without assistance. Therefore, you are scored correct only when you complete a step right the first time. The passing score (percent needed to pass) and a Result field also appear in the results. The Result field displays “Pass” or “Fail” to indicate if you passed or failed the Know It? play mode.

When you take a Know It? question in an assessment, your pass/fail status for that question is also assigned to the topic in the outline. If you pass a Know It? in the assessment, a ✔ status indicator appears next to the associated topic in the outline, indicating that you passed the requirements for that topic. Conversely, if you fail a Know It? in an assessment, a ✖ status indicator appears showing that you failed the topic. If you retake a Know It?, either by taking it in the outline or in another assessment (for example a post-assessment), the status indicator for the topic in the outline will change to the most recent pass/fail status. However, retaking a Know It? play mode for a topic in the outline will not change the results for an assessment you have already taken.

To answer a Know It? question in an assessment:

1. Press ENTER or click the **Start** link to start the topic.

2. Complete the first step in the task.

3. Continue to complete all steps and if necessary, take the appropriate action for missed steps as indicated in the remediation bubble. When the task is complete, you are prompted to press ENTER or click the **Continue** link to view the results of the Know It? question.

4. Press ENTER or click the **Finish** link to return to the assessment.

4.4.3 Use the Summary Page

When you complete an assessment, an Assessment Summary page may appear, if the administrator has enabled it. The summary page displays assessment results and may allow you to configure personalized content. After viewing results and configuring personalized content, you can start either the full or the personalized subject.

The Summary page displays assessment results that include the following information:

- The number of questions answered correctly
- The number of questions in the assessment
- A score displayed as a percentage correct
- The passing score
- A response summary listing of each question and whether your response was correct or incorrect
- Personal content options (if the Personalized Content feature is enabled)

You can print the summary information.

If the Summary page is disabled, you continue to the next item in the subject. If you are at the end of the subject, then you return to the Paths to Subjects page.

To use the summary page:

1. Click **Print** to print the summary page.

   Note: You may have to scroll to see the **Print** button.

2. Click **Continue**.
3. If personalized content is enabled, the Launch Personalized Content? dialog appears. Click **Show Personalized** to launch a personalized subject based on your assessment results, or click **Show Full** to launch the full subject.

4.4.4 Use the Personalized Content Feature

The purpose of Knowledge Center personalized content is to allow you to complete an objective assessment of your skills in the subject matter and then take a subject that contains only the content upon which you need to focus. When assessments are created, the subject author includes questions based on subject content. When you complete an assessment, the Assessment Summary page displays a list of sections upon which assessment questions were based and your score on the questions for each section. The Knowledge Center does not create a new subject, but rather filters the full subject to show only the necessary sections.

You can customize the Personalized Content by selecting or deselecting sections to include in the subject from the Assessment Summary page.

5 Search

You can search for content in those subjects to which you have access, or all titles on the server (if enabled by the administrator). You conduct a search by entering the desired search criteria, such as a word or multiple words. While the search includes content files, it does not search all file types used for subject content, such as Macromedia Flash files.

You can conduct a simple search, where you search for specific text, such as "saving" or "document". You can also conduct an advanced search. An advanced search enables you to use special characters and multiple search criteria, such as "open & document" to search for all subject sections containing both "open" and "document." To create advanced search criteria, you use Boolean operators, as follows:

- **&** both words must be present (for example, documents & formatting)
- **~** both words must be present ranking by the proximity of the matches (for example, documents ~ formatting)
- **|** one of the words must be present (for example, documents | word)
- **!** not matching a specific word. This must follow an & (for example, documents & ! word)

You can also use the following wildcards in a search:

- ***** matches any number of characters (for example, "da*ta")
- ****** fuzzy search helps to find a word, even if misspelled (for example, "da**ta")

These instructions also appear in the right pane of the Search page. The results of the search appear in the left pane, as a list of links. By default, a maximum of 10 links appear; however, you can change the return limit. When you click a link, the section content appears in the right pane.

To search for content:

1. From the Knowledge Center, click **Search**.
2. Enter the text you want to search for in the **Search** field at the top of the page. Use Boolean operators and wildcards as necessary.
3. (Optional) Click the **Number of Results** list and choose the maximum number of results you want.
4. Click **Search**.
5. Click any of the links in the left pane to view the content.
6. Click **Reset** to clear the search criteria and the list of links.

6 User Profile

Your user profile contains your account information, such as username and e-mail address, as well as your password. If custom user fields were created, such as Office or Hire Date, these fields are included in the user profile. Editing these fields may be necessary to correct spelling errors or update personal information.

As you edit the information, note that fields with a red asterisk to the left are mandatory; therefore, you cannot delete information from these fields, leaving them blank. Depending upon the system configuration, you may be able to view your user profile information, but not edit it. In addition, the password fields may not appear on this page.

On the Login page, if you selected the Save my username and password option to bypass the Login page, you can clear the stored login information by selecting the Clear stored login option. The next time you start Knowledge Center, the Login page appears.

You can also change the language of the user interface by clicking the link for the desired language.

To modify your user profile information:

1. From the Knowledge Center, click **User Profile**.

2. Modify the information as necessary.

   Note: If you change your password, you must enter it again in the **Confirm Password** field. Also, be sure to enter information in all required fields.

3. Select the **Clear stored login** option if you no longer wish to bypass the Login page.

4. Select a language for the user interface, if desired.

5. Click **Save**.

7 Answer a Question

Answer a Question is part of the Expert Advice feature. This feature enables communication between students and subject matter experts on subject content. Students can submit questions, and an expert designated for that subject can respond. This link only appears if you are designated as an expert for specific content.

If you are an expert for a subject about which a student has asked a question, the question appears on the Answer a Question page. If e-mail is used for Expert Advice, the expert will receive an e-mail with the subject "Expert Advice Request from <student name> regarding <subject>" in his/her mailbox. When you open the e-mail message, a link to the question appears which you can click to launch Knowledge Center.

On the Answer a Question page, you can view all questions by clicking the Show all items link at the top of the list of questions. When all questions are displayed, you can see which are in need of a response and which are complete in the Status column. You also can choose to view only the open items by clicking the Show open items only link. The question list can also be sorted by clicking the heading of the Activity, Subject, or Date of last activity columns.

To view and answer a question:

1. Click the link in the subject column for the appropriate question.
2. In the Expert Conversation area in the lower pane of the page, enter the answer.
3. Click the **View Report** link at the top to view a report of all questions and answers for all subjects.

8 Ask an Expert

Ask an Expert is part of the Expert Advice feature. This feature enables communication between students and subject matter experts on subject content. Students can submit questions, and experts designated for that subject can respond.

In the subject interface,  may appear in the navigation bar. Click it to open the Ask New Question window and submit a question to an expert. The Ask an Expert icon appears only when an expert is available for the current subject. You can also click the Ask an Expert link in the Navigation section of the home page.

When posting a question, you need to include a subject as well as the question. When the question is complete, click the Submit button to send it to the expert. The question is posted in Knowledge Center. If e-mail is used, a message containing a link to your question is sent to the expert and appears in the mailbox in his/her e-mail program. The message is sent from the system (for example, the server e-mail address stored in Manager), not from you. However, your name appears in the question list.

If you launch the Ask New Question window while you are taking a subject, the View Existing Questions link appears. This link allows you to open the Get Expert Advice window to display the existing questions you submitted, for all courses. In the Get Expert Advice window, click the Ask New Question link to return to the Ask New Question window.

If you want to be notified that the expert's answer was posted, you should verify that an address is displayed in the e-mail area of the Ask New Question window. If it does not appear, you should return to the home page and use the User Profile link to enter your e-mail address. If you cannot edit your profile, you should contact the manager or system administrator for help.

9 Review Feedback

You can review comments from others and add your own comments on the Review Feedback page. The Subject column provides links that allow you to see the comments for a specific subject, and the Date of last activity column displays the most recent date on which a comments was posted for that subject. The Show open items only link at the top of the page allows you to filter the list to view only the unread comments.

To view feedback and make a comment:

1. Click a link in the Subject column to view the feedback for that subject.
2. In the Comments area at the bottom, enter a comment.
3. Click the **View Report** link at the top to view a report of all the comments for all subjects.

10 Notebook

The Notebook feature allows you to record notes while you are taking a subject. You can later view those notes from the Knowledge Center.

Notes are listed on the Notebook page by their description text, followed by the subject name. Note text appears below the description text. From any note, you can quickly access the subject content.

You cannot edit notes on the Notebook page. To edit a note, you must go to the subject where you added the note.

To view notes in the Notebook:

1. From the Knowledge Center, click **Notebook**.
2. To view the related subject content, click **Go to Subject**.
3. To return to the Knowledge Center, click .

To edit a note:

1. Click **Go to Subject** next to the note you want to edit.
2. Click the **View Note** link.
3. Edit the information as desired.
4. Click **Save**.

To delete a note:

1. Click **Delete** next to the note you want to delete.

   Warning! Be sure you click **Delete** for the correct note. You are not prompted to confirm the deletion, and there is no Undo.