Oracle® User Productivity Kit
Content Player

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ORACLE®

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Contents

1 Overview

The Player is the central area from which you can find and view training content in the form of conceptual information and simulations, with links to other information such as text, documents, websites, graphics, and so on. You can launch the simulations in several types of play modes to help you learn the content.

Copyright

2 Play Content on iPad

You can play content on iPad. Since iPad uses the iOS operating system, some adaptations were made to support iPad gestures such as swipe and tap.

- You cannot record content for iOS applications so all content will be of Windows-based applications. Recorded topics could have such steps as double-clicks, right mouse clicks, and keyboard events that have no equivalent on iOS, such as "Press ENTER". To help remedy this, special templates have been created for playback on iOS. These templates tell the user to "Swipe left to continue", rather than "Press ENTER to continue". In addition, for all unsupported actions such as mouse clicks and keyboard events, you can advance using swipe left. Of course, you can always tap in the action area for a step. The first time a user launches a topic in each session, a message displays instructing users to use swipe left to advance. This message only appears once. You can use the general iPad gestures of swipe and tap to navigate the Player interface on an iPad.

    Note: Swiping right in a topic moves the playback to the previous step.

- If an Adobe Acrobat (.pdf) file is attached to a concept in the Player outline, the file will not scroll on iPad. To enable scrolling, an Open in New Window link appears in the Player. This opens the file in a new window, in which scrolling is enabled.

- If the font for string inputs, bubble text, or web pages is MS Sans Serif or Tahoma, a font substitution is made automatically, as these fonts do not exist on an iPad.

- If the keyboard does not appear when you are prompted to enter text, you can tap in the text entry field, which displays the keyboard or, in some cases, enters the text for you.

- If a concept includes sound, you can click the Play icon on the Sound bar above the concept to hear the audio playback. Topic sound starts automatically when you play the topic.

3 Use the Player

The appearance of the Player and options that are available can vary depending on how the Player was published and launched. The following launch types are possible:

- **Player package**: The Player is launched from a published Player package.

- **In-Application Support**: The Player is launched from a Help button or Help menu within an application or a SmartHelp button in the browser.

- **Learning Management System**: The Player is launched through an LMS. If the Player is a single LMS group, the LMS renders the outline, but the concepts and topics are viewed through the Player. If the Player has multiple LMS groups, then the LMS displays the LMS groups in an outline. When a user launches an LMS group, the Player opens to display the outline and the content in the LMS group.

- **Knowledge Center**: The Player is launched from a knowledge path in the Knowledge Center (available in Professional edition only). Knowledge Center renders the outline, but the concepts and topics are viewed through the Player.

- **Topic Launch**: A specific topic is launched in the Topic Player, which is essentially the Player without the outline pane. The user can choose any of the available play modes for the topic or launch a topic directly from a URL.

3.1 View the Outline

The Outline pane displays the content available on the left side of the Player. As there may be a lot of content, there are several methods available, listed below, to help you find the appropriate documents.

- Use the Navigation Controls

- Resize the Outline

- Hide/Show the Outline

- Filter Content by Role

- Perform a Search

- Use the Applicable Option with Context-sensitive Content

3.1.1 Use the Navigation Controls

The Player toolbar above the Concept pane has two icons to help you navigate to the previous ⬅ or next ➡ document in the outline. As you use the controls to navigate, the outline expands as necessary to display the next document or documents depending on the document type. You can also navigate documents in the outline by clicking on them.

Note about outline bookmarks: When you exit and restart the Player, it can automatically display the last document you were reviewing in the outline. These document bookmarks are saved only if your content provider has published the Player content you are viewing with this bookmarking capability.

3.1.2 Resize and Hide the Outline

You can resize the outline by dragging the border between the Outline and Concept panes. You can also hide the outline to display more of the content on the screen; for example, if you are teaching in a classroom and you want the students to be able to see more of the content, or you are working on a smaller device such as an iPad.

You hide and show the Outline pane using the tab on the divider. Click the tab to hide the Outline pane; click the tab again to display the Outline pane. On an iPad, you swipe the tab from right to left to hide the Outline pane or left to right to display the Outline pane.

Note: Any audio associated with the content plays with the outline hidden or displayed.

3.1.3 Filter Content by Role

The Outline pane includes a My Roles link at the top if you are viewing content in which roles were assigned. The My Roles functionality allows you to personalize the content outline to show only those topics that apply to a role. For example, you could select "Payroll" to display those topics that refer to the payroll function.

Note: Roles are only available if the content has roles assigned and the Player was launched from a Player package or from an in-application help link.

Click the My Roles link and select the roles to be used to filter content from the predefined list on the My Roles dialog. Click the Roles option to apply the role-based filtering to the content. Only those documents to which the selected roles are assigned appear in the Outline pane. You have the ability to easily switch back and forth between your personalized view and the full content view by deselecting the My Roles option.

Note: When you apply role-based filtering, you may have to expand the tree structure in the outline to see the results of the filtering.

3.1.4 Perform a Search

The Outline pane includes a Search field at the top which allows you to locate content quickly instead of navigating the outline. The Player performs a full-text search, including any pre-defined keywords, to locate all content with the indicated word. For example, you could type the word "page" to find any content that refers to page setup, page breaks, and so on. You can also use the wildcards * and % at the end of the specified search term. For example, you can enter "print*" to find print, printer, printing, and printed.

Note: You can search for a multiple word expression as a quoted string. For example, if you enter "page setup" in the search field, it searches for any text (including keywords) to locate the term.

The default search results display in a flat list view. All documents matching the search criteria display in the Outline pane. You can toggle to an outline view by clicking the View Filtered Outline link. This view displays all documents that match the search criteria within the context of their location in the outline. You can toggle back to the flat list view by clicking the View List link.

Note: The Search function in the Outline pane is only available if the Player was launched from a Player package or from an in-application help link. If the Player was launched from another source, such as an LMS, the Search function is available through the LMS.

To perform a search:

1. Click in the **Search** field.

2. Type the search text and click .

4

3. Click **View filtered outline** or **View list** to toggle between list outline and list views of the search results.

4. To modify the search, edit the search text and click 🔍 again.

5. Click ⊗ to clear the search results as well as the search text you entered and return to the outline.

3.1.5 Use the Applicable Option

The Applicable option displays content related to the screen that is currently displayed in the target application. You can use this option to find content that includes information for the screen on which you are working.

Note: The Applicable option is only available if the Player was launched with content that was created with context sensitivity for a target application.

This feature helps reduce the content from which you can choose. You can further reduce the content (within the Applicable topics) using the Search feature. If the Applicable option is available, it appears above the Search field.

Note: When the Player contains both SmartMatch and ExactMatch content and the applicable results are shown using the Applicable Outline option, the ranking of the results is lost. SmartMatch rankings only display with the Applicable List option.

🖰 To use the Applicable option:

1. Click the **Applicable** option to display a list of applicable content for the screen you are on in the target application.

2. Play the topic in any mode or click any sections that may appear.

3.2 Display Concepts

The Concept pane displays conceptual information about the document that is selected in the outline. If a topic is selected, and there is no concept attached to it, the Introduction frame text appears instead.

The conceptual information can be text, graphics, or a combination of the two. Concepts may also launch external content, such as a document, presentation, web page, or file. Depending on how the external content is linked, you may need to click a hyperlink to launch the content or it may launch automatically when you select the outline item.

Note: You can also launch content in a new tab with the 🗗 Open concept in a new tab tool.

3.3 Use the Player Toolbar

The Player toolbar appears above the content in the Concept pane or the play mode buttons depending on the document type selected in the Outline pane. This toolbar can display various options depending on the functionality that your content publisher made available in the content you are viewing or the way the content was launched.

The following is a complete list of options that could appear:

📖 **View Outline**: This option appears only if the Player was started with a direct topic launch in which the Outline pane is not initially displayed. Clicking this option displays the complete outline.

See Also ▼ : This option appears for selected documents if the content you are viewing includes See Also links. See Also links can be links to other section or topic documents that are considered related content or supporting material for the document you are currently viewing.

Share: This option appears if the content you are viewing was launched as part of Usage Tracking mode, from the Launch Player link in the Knowledge Center, or by any modeless launch. This option provides a URL to the content that can be shared with others via email or other messaging software.

Open concept in a new tab: This option allows you to open the concept in a new tab. This is particularly useful if you are viewing content on an iPad. If the concept is in a form that does not scroll in the concept pane, such as an Adobe Acrobat file, you can launch the concept in a new tab in which you can scroll the file.

Preferences: This option displays the Preferences dialog that controls various Player behaviors.

Help: This option displays the Player help system.

The following toolbar options can appear if you are viewing Player content from the Knowledge Center (available only in the Professional edition).

Add Note: This icon allows you to add notes that you attach to documents in the outline.

View Notes: This icon allows you to view an existing note.

Ask an Expert: This icon appears if the Ask an Expert feature is enabled in Knowledge Center. This feature enables communication between users and subject matter experts on subject content. Users can submit questions, and an expert designated for that subject can respond.

Feedback: This icon appears if the Feedback Monitor feature is enabled in Knowledge Center. This feature enables communication between users and the author of the subject. Users can submit comments, and the author of the subject can respond.

Knowledge Center: This icon appears when the Player is launched from the Player link in the Knowledge Center (available in the Professional edition only) and provides an easy way for the user to return to Knowledge Center. This button does not appear when the Player is launched through any other method. If the Player is launched from a knowledge path, the same functionality is provided by the Knowledge Center.

Log Out: Log out of the Player. This icon appears only if the content you are viewing is tracked via the Knowledge Center, and you are logged in under Standard authentication, that is, you had to supply a user name and password to view the content.

In addition to the toolbar icons, the Player can also display tracking status depending on how the content was launched. For example, tracking status can appear when the content is presented and tracked via the Knowledge Center (available in the Professional edition only) or when the content is launched and tracked from a 3rd party LMS.

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 overall progress, 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.

3.4 Use the Play Mode Toolbar

The following play mode buttons appear above the Concept pane when a topic is selected in the outline. The available modes may vary per topic, depending on what options your publisher made available in the content you are viewing.

Note: The text in each button may not appear depending on the size of the Player window.

This mode enables you to learn about the selected topic by displaying an animated simulation of a task being completed.

This mode allows you perform the selected task in a simulated environment.

This mode tests your ability to perform the selected task in a simulated environment.

This mode guides you as you perform the selected task in the live application.

This mode allows you to display a document in Microsoft Word, Adobe PDF, or in your browser as an HTML page.

Note: Depending on how you have launched the Player (for example, from a web server with tracking or from an LMS that is tracking progress), most of the play mode buttons can indicate when a play mode is required.

3.5 Play Content

As you navigate documents in the outline, a play mode toolbar appears when you select a topic document. It displays several buttons for running application simulations in any of the following modes, depending on what your content publisher has made available:

- See It!

- Try It!

- Know It?

- Do It!

- Print It!

Note: You can also double-click a topic to launch it in the default play mode.

In addition to playing topics in these modes, the content you are viewing may also include questions and/or assessments that test your knowledge of the content. Question and assessment content always appears in the Concept pane as opposed to topic playback which appears in a new window. Sections and topics may also display conceptual information.

3.5.1 Play See It! Mode

See It! mode enables you to learn by watching an animated demonstration of tasks being performed in a simulated environment. As tasks are performed, information is provided explaining the steps being performed. The topic begins playing automatically when you launch it, except on the iPad, which has a launch button. You can control the playback with the following buttons on the control bar:

Moves to the previous step. You can also use the BACKSPACE key.

Plays the simulation. Available while the playback is paused.

Pauses the simulation. Available while the playback is running.

Moves to the next step.

Restarts playback from the beginning.

Allows you to move quickly forward or backward.

Controls the volume. Hover the mouse pointer over this icon to display the volume control. Clicking it mutes the sound.

Indicates that the volume is muted. Clicking it unmutes the sound.

0:02 / 0:10 Shows current time in the playback and the total duration.

Opens the Show Help menu that contains the Ask an Expert, Provide Feedback, Print It!, Preferences and Help options.

You can press ENTER to advance to the next step manually, if desired. You can close the window at any time to exit the topic.

Note: The volume controls do not appear on an iPad.

To play a topic in See It! mode:

1. Expand the outline as necessary to display topics.

2. Click a topic.

3. Click **See It! ▼**.

    You can also start a topic at a specific Jump-In Point.

Note: If the Navigation controls are autohidden on an iPad, you can tap the screen redisplay the Navigation bar.

3.5.2 Play Try It! Mode

Try It! mode enables you to learn a task by practicing in a simulated environment with step-by-step instructions and guidance throughout the task. If you make a mistake, you are prompted to try again. Whenever text input is required, the text must be entered EXACTLY as it appears in the step to advance to the next step. If the step does not automatically advance after you enter the requested input, you may need to modify your entry. If you feel that your entry is also an acceptable one, you can click the Typing Complete button to submit it. If your entry is also considered a correct response, the step will advance. Otherwise, you will be prompted to enter the requested text. Because you are using a simulated environment, your actions will have no impact on actual system data or settings.

Control the topic playback using options from the Actions link that appears in the bubble. These options can include:

- **Next Step**: Advance to the next step.

- **Previous Step**: Return to the previous step. You can also use the BACKSPACE key.

- **Restart Playback**: Return to the first step in the topic and restart the task.

- **Show next alternative action**: Display other ways to perform the current step. This link appears only when other ways to perform the current step are defined in the authoring process.

- **Display Concept**: Display the conceptual information for the task. This link appears only if conceptual information exists.

- **Print It!**: Display a document that was provided for the topic by your content provider. This link only appears if a document was provided for Print It! mode.

- **Attachments**: Display individual links that launch additional information related to the current screen. This link appears only if additional information exists for the current

screen.

- **Preferences**: Display the current preference settings for the Player. If this link does not appear, your administrator has preset all of the preferences and has prevented them from being changed.

- **Share**: Enables you to share a link to the content. This action only appears if the Player is launched under certain conditions. See *Share Content* in the Additional Features section of this guide for more information on when this action appears and how it works.

- **Help**: Display the Player help.

- **Log Out**: Log out of the Player. This action appears only if the content you are viewing is tracked via the Knowledge Center.

- **Close Topic**: Close the topic in current play mode and return to the topic launch point.

To play a topic in Try It! mode:

1. Expand the outline as necessary to display topics.

2. Click a topic.

   You can also double-click a topic to launch it in the default play mode.

3. Click .

   You can also start a topic at a specific Jump-In Point.

4. Press ENTER or click the **Start** link to begin the topic playback.

5. Follow the instructions in the bubbles.

6. Press ENTER or click the **Finish** link to complete the task.

3.5.3 Play Do It! Mode

With Do It! mode, you are guided through a task while you perform it in the live application. This unique mode makes it possible for you to accomplish real work while you learn.

When a topic is played in Do It! mode, the Do It! window opens on top of the target application. The top section of the window includes step-by-step instructions for completing the task. When you complete a step, you click the Next Step button to display instructions for the next step or to skip a step. The Previous Step button appears after you perform the first step in the topic, allowing you to move back to a previous step. If a key combination was set in the Preferences window, you can use that combination to advance to the next step in Do It! mode. A key combination is not available to navigate back to the previous step, however.

Note: Do It! mode does not stay on top in Internet Explorer 11 or later versions. The key combination to advance in Do It! mode does not work in Firefox or Internet 11 or later.

The bottom section of the Do It! window displays a graphic that illustrates how the screen should appear in the live application for the step. On the graphic, a marquee surrounds the area in which you should perform the action in the live application. You can drag the graphic to reposition it within the Do It! window, if necessary. You can also drag the lower right corner of the Do It! window to resize it and display more of the graphic or you can use the Show/Hide Graphic button to toggle the display of the graphic in the Do It! window. You can also move

the Do It! window to another area of the screen by dragging the title bar to the desired location on the screen.

Control the topic playback using options from the Actions link that appears in the bubble. These options can include:

- **Show next alternative action**: Display other ways to perform the current step. This link appears only when other ways to perform the current step are defined in the authoring process.

- **Next Step**: Advance to the next step.

- **Previous Step**: Return to the previous step.

- **Restart Playback**: Return to the first step in the topic and restart the task.

- **Display Concept**: Display the conceptual information for the task. This link appears only if conceptual information exists.

- **Attachments**: Display individual links that launch additional information related to the current screen. This link appears only if additional information exists for the current screen.

- **Play**: Display links to launch the topic in See It! or Try It! mode or print the topic with Print It! mode (if Print It! mode is enabled). After viewing the step in See It! or Try It! mode, you can continue in that mode or press ESC to return to Do It! mode.

- **Preferences**: Display the current preference settings for the Player. If this link does not appear, your administrator has preset all of the preferences and has prevented them from being changed.

- **Share**: Enables you to share a link to the content. This action only appears if the Player is launched under certain conditions. See *Share Content* in the Additional Features section of this guide for more information on when this action appears and how it works.

- **Help**: Display the Player help.

- **Log Out**: Log out of the Player. This action appears only if the content you are viewing is tracked via the Knowledge Center.

- **Close Topic**: Close the topic in current play mode and return to the topic launch point.

To play a topic in Do It! mode:

1. Start the target application.

2. Start the Player.

3. Expand the outline as necessary to display topics.

4. Click a topic.

5. Click .

   You can also start a topic at a specific Jump-In Point.

6. Click **Next Step** to start the task.

7. Perform the currently displayed step as indicated in the Do It! window.

8. Click **Next Step** after completing the step.

9. Repeat steps 7 and 8 to complete all steps for the task.

10. Click **Close** to complete the task.

3.5.3.1 Use Do It! Mode in Firefox

When using the Firefox browser, the Do It! mode window does not stay on top of the application window unless the Stay-on-Top plug-in for Firefox is installed. You can obtain the plug-in in one of these ways:

- An administrator pushes the plug-in out to users.

- You download and run the smarthelpinstaller.exe on your local computer.

Contact your system administrator for information on the method used by your organization.

The first time you run the Player in Do It! mode after the plug-in is installed, the Stay-On-Top dialog opens with the following options to help you set which sites are trusted.

- **Always**: The site is added to the list of Trusted sites and Do It! mode will stay on top. You will not be prompted when you launch Do It! mode in subsequent sessions.

- **Just this time**: The site will stay on top for this session. The next time Do It! mode launches; you will be prompted to allow it.

- **Never**: The site is added to the list of Denied sites and will not stay on top.

You can also add or deny URLs as Trusted Sites via the Stay-On-Top Preferences dialog. You can access this dialog by clicking the Preferences button on the Stay-On-Top dialog or from the Stay-On-Top Preferences item on the Firefox Tools menu.

3.5.4 Play Know It? Mode

Know It? mode enables you to test your knowledge of a task in a simulated environment. When you click the Know It? icon, you are presented with the score needed to pass, and you may also receive instructions for completing the Know It? step or other pertinent information. Once you start the task, you may not see any further instructions for completing it, depending on how the task was structured by the content author. Since Know It? mode is a simulated evaluation; you must perform the steps of the topic exactly as they were recorded during content creation. If Try It! mode includes alternative methods of performing a step, either method will be scored properly in Know It? mode.

If you are unable to complete a step, you can click the Show Step link in the Know It? bubble. When you click this link, a window opens, informing you that you will be graded as incorrect if the Player completes the step for you. You can then confirm the action by clicking Yes or cancel the action by clicking No. If you cancel the action, you can attempt to complete the step. If you confirm the action, the step is completed for you and you are marked incorrect for that particular step. Once the step is complete, you can then complete the remaining steps in the task.

If you fail to complete a step, you will see up to four levels of remediation. The following are the four levels of remediation:

- **Level 1: Try Again**
  The bubble informs you that your action was incorrect and to try again.

- **Level 2: Instruction Provided**
  The bubble informs you that the action was incorrect and provides instructions for completing the step.

- **Level 3: Instructions and Highlight Provided**
  The bubble informs you that the action was incorrect and provides instructions for completing the step and a highlighted area indicating where the action should take place.

- **Level 4: The Step is Completed for You**
  The bubble informs you that the action was incorrect and states that the action will now be completed for you after you click OK.

Although you cannot control the playback in Know It? mode, you can use the Actions link that appears in the bubble to access the following options:

- **Preferences**: Display the current preference settings for the Player. If this link does not appear, your administrator has preset all of the preferences and has prevented them from being changed.

- **Share**: Enables you to share a link to the content. This action only appears if the Player is launched under certain conditions. See *Share Content* in the Additional Features section of this manual for more information on when this action appears and how it works.

- **Help**: Display the Player help.

- **Log Out**: Log out of the Player. This action appears only if the content you are viewing is tracked via the Knowledge Center.

- **Close Topic:** Close the topic in current play mode and return to the topic launch point.

You can exit Know It? mode at any time by clicking the Close button in the Know It? bubble or by pressing ESC. When you attempt to exit Know It? mode, you are presented with two options that enable you to: 1) exit the Know It? without being scored; or 2) return to the Know It? and complete the task.

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.

To play a topic in Know It? mode:

1. Expand the outline items as necessary to display topics.

2. Click a topic.

3. Click .

   A Know It? bubble opens with the score needed to pass. Instructions for completing the topic or other information may also appear.

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

5. Complete the first step in the task.

6. 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? play mode.

7. Press ENTER or click the **Finish** link to return to the Player after viewing the results.

3.5.4.1 Know It? Mode Action Types and Events

Depending upon the current action, you may receive instructions for completing a step in Know It? mode. For example, when you are required to enter text into a field or select a specific value from a list, text may appear in the Know It? bubble that provides guidance for that step.

Know It? mode may also complete the step for you depending upon the action type. When drag-and-drop actions are used during content development to illustrate highlighting text or moving an object across the screen, Know It? mode performs these steps automatically and marks the step as correct. The Know It? bubble displays the following text: " The following action is a Drag and Drop. When you press OK, this step will be completed for you. When it is complete, you may continue with the next step. You will not be scored for this step. " When you click OK, the task is completed for you in See It! mode. Once the drag-and-drop action is complete, you can continue working on the task.

For most steps, the Know It? bubble will simply display the Show Step link, without instructions for completing the current step.

3.5.4.2 Enter Text in Know It? Mode

As you proceed through the steps in Know It? mode, you may encounter a step where you are prompted to type text. Typing the same text as displayed in the example scores the step as correct and automatically advances you to the next step. If the step does not advance, you have two choices. If you incorrectly typed the text, you can edit the text or delete your entry and type it again. If, however, you typed a different entry that you feel is also correct, you can click the Typing Complete button to submit the response.

Depending on how the step was constructed when the content was created, some text entry steps score any response as correct, while others score only the example text as correct. If blanks are allowed, you can click the Typing Complete button without entering a value.

Note: The text required for a text entry step may or may not be case dependent. If the step does not automatically advance after you enter the example text, check to see if your entry matches the case of the example.

The following list shows how each input prompt is scored.

- **Enter "a".**
  or
  Enter "a" or "b" or....
  Only the example text will be scored as correct.

- **Enter a valid value**
  Any text entry will be scored as correct. You do not have to duplicate the example text. However, you may not leave the step blank since blank entries will be scored as incorrect.

- **Enter "a" or leave blank.**
  Only the example text, or leaving the step blank, will be scored as correct. Any other entry will be scored as incorrect.

- **Enter a valid value or leave blank.**
  Any text entry, or leaving the step blank, will be scored as correct.

Note: You can use normal editing functions to correct a text entry. Mouse actions such as dragging and keyboard actions such as the BACKSPACE and DELETE keys are allowed.

Note: In a text entry step, you cannot substitute the ENTER key for the Typing Complete button. If the step does not advance after you type your entry, you must use the Typing Complete button to submit the entry.

3.5.4.3 Print Know It? Results

A Print Results link appears in the Know It? results window. You can click this link to print a record of these results. The printed output displays the topic name, the result (Pass or Fail), your score, the required score, and the date and time the report was printed. A Signature line appears on the report as well. A supervisor or training manager may need to sign this report to confirm that you completed the topic successfully.

To print a record of topic results:

1. Launch a topic in Know It? mode.

2. Complete the task and view the results.

3. Click the **Print Results** link.

4. Complete the print process as prompted.

5. Click **Close** after viewing a preview of the printed output.

6. Press ENTER or click the **Finish** link to return to the Player.

3.5.5 Use Print It! Mode

Print It! mode displays a document supplied for the topic, if available. This is typically a job aid, system document, or some other document with pertinent information on the topic. The document will launch in either Microsoft Word, Adobe Acrobat, or in your browser (HTML) depending on the format of the document provided. You can review the document online or print it.

Note: You can also use Print It! from the options on Actions link in the bubble for the play modes that support it.

To use Print It! mode:

1. Expand the outline as necessary to display topics.

2. Click a topic.

3. Click .

3.5.6 Answer a Question

The content you are viewing may contain questions in the outline that test your knowledge of the subject matter. Questions appear as documents in the Outline pane with a [?] icon followed by the question name. When you select a question, the content appears in the Concept pane.

Before you submit a final answer to a question, you can change the answer as many times as desired. 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 answering a question, you can click Take Question Again to try answering the question again.

There are seven possible question types that may appear in the content. They are:

Fill in
A question is presented with a missing portion and you fill in the answer in the Response box to complete the question. A fill in response is not case-sensitive.

Hotspot
An image is presented with hotspots. You click on a hotspot or select the hotspot number in the Response box.

Matching
A two column question is presented and you must match the choices in the right column with the choices in the left column.

Multiple Choice (Single Answer)
A question is presented where you must choose the right answer from a list of possible answers.

Multiple Choice (Many Answers)
A question is presented where you must choose one or more answers from a list of possible answers.

True/False
A question is presented where you must indicate if a statement is true or false.

User-Defined
These are questions of any type that were created in other software packages.

To answer a question:

1. From the Outline pane, click [?] **<question name>**.

2. Answer the question and click **OK**.

    Click Do Not Know if you do not want to answer the question. The question will be counted as incorrect.

3. View the remediation if it appears, including the **Show Associated Content** link.

4. Select another question or outline item to continue or click **Take question again** to clear the answer and remediation so you can try again.

3.5.6.1 View Remediation

After selecting an answer, you may receive feedback (remediation). Depending on the remediation options set for the content, feedback may simply indicate if your answer was correct or incorrect, the correct answer if you answered incorrectly, or it may include detailed information that fully explains why the correct answer is correct.

If a question is associated with a document, a Show Associated Content link appears under the remediation text after the question is answered, if the administrator has enabled this option. When you click this link, the associated document opens in a separate window. After you have finished reviewing the associated document, close the window, and return to the question. The associated document is usually the document containing the concept or procedure on which the question is based.

3.5.7 Take an Assessment

The content you are viewing can also contain one or more assessments, indicated in the outline by 🖼️, that test your knowledge of the content provided. An assessment is a group of questions and/or topics in Know It? play mode designed to test your understanding of the content that you have viewed prior to the assessment. When you click an assessment in the Outline pane, the first question in the assessment displays in the Concept pane, unless it is a Know It? mode question. A progress bar (Question X of X) displays under the question so you can tell where you are in the assessment. As you answer a question, a Continue button appears so you can move to the next question.

🖱️ To take an assessment:

1. From the Outline pane, click 🖼️ **<assessment name>**.

2. Click **Start** to begin the assessment.

3. Answer the first question and click **OK**.

   Click **Do Not Know** if you do not want to answer the question. The question will be counted as incorrect.

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

5. Repeat steps 3 and 4 until the assessment is complete and the Assessment Summary page (if enabled) appears.

6. Click **Print** to print the summary, if desired.

7. Navigate in the outline to continue.

3.5.7.1 Use the Assessment Summary Page

When you complete all questions in an assessment, an Assessment Summary page displays if the author enabled this feature. The page displays the assessment results, which includes the number of questions in the assessment and the number answered correctly, along with your score as a percentage. You can use the Print button to print the assessment results.

The Assessment Summary page includes the following information:

Summary information

- Date: The date you took the assessment.

- You responded correctly to x of x questions: The number of correct answers with respect to the total number of questions.

- Your total score is x%: The percentage of questions answered correctly.

- The passing score for this assessment is x%: The percentage needed to pass the assessment.

Section Summary

- Section Name: List of each major section in the outline that is linked to the assessment.

- Score in Percentage: Your score as a percentage for each section.

Response Summary

- Question Name: List of questions in the assessment.

- Correct: displays next to each question answered correctly.

- Incorrect/Unsure: displays next to each question answered incorrectly or do not know.

Note: If assessment results are being tracked, you can return to the Assessment Summary page of a completed assessment by selecting the assessment in the outline and clicking the Show Summary link in the Concept pane. If assessments are not tracked, the summary page is no longer available once you leave it.

3.5.8 Set Player Preferences

You can set options that affect how the Player functions. If the Preferences icon does not appear in the toolbar above the Concept pane, the preferences have been preset and cannot be changed.

The following options are available for the Player:

- **Marquee color**: Set the color for the marquee (or highlight) that appears in See It!, Try It! and Do It! modes. The default marquee color is red.

- **Play audio (if available)**: Select an audio playback option.

  All available sound option (default) - Play all available sound files during playback.

  Keyboard and mouse clicks - Play only keyboard and mouse clicks during playback in See It! mode. These sounds are 96 kbps AAC files, delivered in the Audio folder of published content, that play automatically when keyboard and mouse clicks occur in See It! mode playback.

  Note: Sound is published using the .flv: High setting when using the Windows 2008 SP2 operating system.

  No Sound - Disables sound during playback.

  Note: The end user must have Flash 9.0 or greater installed for sound playback in the Player.

- **Show introduction text**: This option controls whether the Introduction frame appears when a topic is played in the Player. Select this option to show the Introduction frame as the first frame during playback and deselect it to suppress the frame.

- **Enable skipping in Try It! mode**: Select this option to enable the user to advance to the next step in Try It! mode by pressing ENTER instead of performing the action in the bubble.

- **Key combination for advancing in Do It! mode**: Configure a key combination for advancing to the next step in Do It! mode, if you do not want to use the default combination.

- **Default playback mode**: This option controls the default mode launched when double clicking on a topic in the outline. The default is Try It! mode.

Note: If the Player is launched through the Launch Player link in the Knowledge Center (available in Professional edition only) or a modeless launch from another application, the User Profile option appears. When you click the Open button, the Profile path from the Knowledge Center appears in a window, allowing you to change the first and last name, email address, and password for your profile.

 To configure Player preferences:

1. Click .

2. Set the Player options.

3. Click **OK**.

Note: You can restore the default preference settings using the Defaults button.

4 Additional Playback Options

You can use the following additional playback options to further explore the content, if applicable:

- View Hyperlinks

- Use Sound in the Player

- Choose Jump-in Points

- View Alternative Paths and Alternative Actions

- View Decision Frames

4.1 View Hyperlinks

While See It!, Try It!, and Do It! modes allow you to work through the steps of a task, additional information may also be incorporated within the content. Information may be associated with an outline document, or a particular screen in a topic. It may contain additional information presented in plain text format or a diagram or chart. In addition, you may be able to launch external documents or web sites.

Icons or hyperlinks may appear in Try It! or Do It! modes during playback if the content author has incorporated additional information along with the steps of a topic. Clicking an icon or hyperlink displays text information, a graphic, an external document, web page, and so on.

Note: The icons for additional information are not available in See It! or Know It? modes.

Hyperlinked text may also be a glossary definition. When you click a glossary hyperlink, specific information appears about the hyperlinked term, for example, clarification for a specialized term used within your organization.

Note: Glossary hyperlinks do not appear in See It! mode.

4.2 Use Sound in the Player

Some of the content viewable in the Player may contain sound. Before you can hear sound through the Player, you must:

- Set the Play Audio preference to All Available sound or Keyboard and Mouse Clicks.

- Make sure the audio on the computer is not muted.

- Install Adobe Flash 9.0 or later.

Note: If Flash is not installed, you can view the content without sound by disabling Play Audio in the Player Preferences.

Sound on Conceptual Content
When sound is attached to conceptual content (for example, information displayed in the Concept pane without running one of the Play modes), the Play Sound [▶]/Pause Sound [❚❚], Stop Sound [■] icons and a progress bar display below the Play buttons so you can control the sound playback. By default, sound plays automatically when you select an item in the outline. If you press Stop Sound, the sound playback toggles off, so if you select another item in the outline the sound will not automatically play. You can toggle automatic sound playback back on by pressing Play Sound again.

Sound on Play Modes
Sound playback is available during the See It!, Try It! and Do It! play modes. Sound in these modes plays automatically when the topic launches. Pausing the simulation using the Action link that appears in the bubble also pauses the sound.

Sound is disabled during Know It? mode because this mode is designed to test the user's knowledge about the content.

4.3 Choose Jump-In Points

Jump-in Points are links to various steps within a topic, created by the content author, which allow you to start a topic at a point other than the beginning. Jump-in Points are helpful when you need to learn only a portion of a task, particularly for topics with many steps.

Jump-in points are accessed through the arrow icon which appears to the right of the See It!, Try It!, and Do It! buttons in the Player. If there are no Jump-in Points for a topic, the window contains the Beginning of topic link only, which appears by default.

Note: Jump-in points are only available if the Player was launched from a Player package or from an in-application help link.

To choose jump-in points:

1. Expand the outline as necessary to display topics.

2. Click a topic.

3. Click ▼ in the play mode button.

4. Click the link representing the desired Jump-in Point.

5. When finished, exit the current play mode as prompted.

4.4 View Alternative Paths and Alternative Actions

In Try It! mode and Do It! mode, you may have the opportunity to display alternative actions or paths within a topic. Alternative Actions are single actions that accomplish the same result as the primary action. Alternative Paths, on the other hand, guide the end users through alternate steps to accomplish the same task as the primary steps.

Note: Alternative Actions and Alternative Paths do not appear in See It! mode.

In Try It! mode, the Show Next Alternative Action icon appears in the bubble if an alternative action or path is available. Clicking this icon displays a separate bubble containing the alternative action or path.

To view alternative actions in Try It! mode:

1. Launch a topic in Try It! mode.

2. When available, click **Show next alternative action** ↱ .

3. Complete the action or start the path indicated in the bubble.

Note: You can also display an alternative action or path by clicking the Actions link in the Try It! bubble and then clicking the Show Next Alternative Action link.

In Do It! mode, if an alternative action or path is available, the Show Next Alternative Action icon appears in the Do It! window. When you click this icon, the Do It! window displays the appropriate step and screenshot for the alternative action or path.

To view alternative actions in Do It! mode:

1. Launch a topic in Do It! mode.

2. When available, click **Show next alternative action** .

3. Complete the action or start the path indicated in the window.

Note: You can also display an alternative action or path by clicking the Actions link in the Do It! window and then clicking the Show next Alternative action link.

4.5 View Decision Frames

Decision frames may appear in See It!, Try It!, and Do It! modes. These frames allow you to choose from several possible paths. Decision paths allow you to accomplish slightly different tasks that initiate from a common point. For example, you complete the steps to open a Print dialog box. From this point, you can choose to print the document, print the current page only, or set print options without printing anything. These choices would be presented to you in a Decision frame.

In See It! or Try It! mode, a Decision frame is has a list of links in the bubble and may also have instructions for choosing an option. Clicking a link launches the appropriate path.

Note: Depending on the options set while creating content, Decision frames may not appear in See It! mode.

In Do It! mode, the available paths are listed as links in the Do It! window and may also have instructions for choosing an option. Clicking a link launches the appropriate path.

Note: If the Player is launched from a Help button or a Help menu in an application, and the matching context occurs on multiple paths of a Decision frame, the Decision frame appears. This allows the user to choose the path appropriate to the task they are performing.

5 Additional Features

The following features can also appear in the Player depending on how the content you are viewing was created.

- See Also Links

- Share Link

- Ask an Expert

- Notes

- Provide Feedback

5.1 See Also Links

During content development, the author can create a link from one piece of content to another containing related information. This link, known as a See Also link, allows you to review support materials that relate to the content you are viewing.

If related content has been defined, the See Also option appears on the bar above the Concept pane. Click the arrow to display a list of available See Also links. Click a link to launch the related content in a new window. The left pane displays the See Also table of contents with the selected document highlighted. All of the related documents and any children documents display in the See Also table of contents. This allows you to select other See Also documents without closing the window and going back to the original See Also menu.

There is no search function within the See Also table of contents. Additionally, See Also links are only available from the original parent document; meaning that the See Also table of contents or any related document launched from the See Also table of contents will not contain additional See Also links.

Note: See Also links can be filtered by role so changing roles while in the content may filter out See Also links that previously displayed.

5.2 Share Content

The Player has a Share feature, which provides you with a URL. You can send this URL to others, who will then be able to launch the content. The Share feature is available when the Player is launched:

- as part of Usage Tracking mode within the Knowledge Center
- in any modeless launch
- using the Launch Player link in the Knowledge Center

The Share feature is NOT available when the Player is launched from:

- a Knowledge Path in the Knowledge Center
- an LMS
- a mode-specific launch
- play.exe (from a local file system instead of a server)

The Share feature is available from two locations:

- In the main Player window, the Share link appears above the Concept pane.
- While playing a topic, a Share option is available on the Actions menu.

Share Content from the Player Window
When available, the Share link appears above the Concept pane. If you share a topic, the user who receives the link will be able to select the appropriate play mode. If you share a section, the concept displays. If you share a question or assessment, the question or assessment displays.

The Share dialog box opened through the Share link in the Player window has a View Outline option. When this option is not selected (default), the link is directly to the topic (or other outline item such as a module or question) in the Player. The recipient of the link can click the View outline link to show the item in its location in the outline.

When the View Outline option on the Share dialog box is selected, the link launches the Player with the item selected in the outline.

Note: Roles that have been set on an outline item are not applicable. In other words, if you are viewing an outline item within a role, you can send it to someone who is not assigned that role and they will be able to view it.

To share content with the Share link in the Player window:

1. Select the outline item you want to share.

2. Click the **Share** link.

3. Click the **View Outline** option if you want to share the content within the context of the outline.

4. Copy the URL that appears in the dialog box.

5. Paste the URL in an email or instant message.

Share Content from the Actions Menu During Playback
When available, the Share option appears on the Actions menu during playback in all modes. The link displays a Share dialog box with the URL and three additional options:

*   Start at the outline with this topic selected: The link opens the Player window with the current topic selected in the outline.

*   Start at the beginning of this topic: The link opens the topic in the same play mode and starts at the beginning of the topic.

*   Start this topic at the current location: The link opens the topic in the same play mode and begins at the current frame.

    Note: The third option is not available in Know It? mode.

To share content with the Share option on the Actions link while playing a topic:

1. Select a topic in the Player outline and start it in any play mode.

2. On any frame, click the **Actions** link and choose **Share**.

3. Select the share options as desired.

4. Copy and paste the URL link into an email or instant message.

5.3 Ask an Expert (available in Professional edition only)

If the Ask an Expert feature is enabled, you can post a question about the topic or module to an expert for explanation or view answers to other questions on the topic or module. The Ask an Expert icon only appears if there is an expert available for the selected topic or module.

When posting a question, you need to include a subject as well as the question. When the question is complete, you submit it to the expert and the question is posted in the Get Expert Advice window. If e-mail is used, a message containing a link to your question is sent to the expert's mailbox. This e-mail is sent from the system, not from you, but your name appears in the question list.

The View Existing Questions link in the Question Details window allows you to open the Get Expert Advice window. The Get Expert Advice window displays the existing questions you submitted, for all modules.

If you want to be notified that the expert's answer was posted, you should verify that a valid address is displayed in the E-mail area of the Question Details window. If your e-mail address does not appear, you should return to the Home page and use the User Profile link to enter your e-mail address.

The Do Not Link to Subject option in the Ask New Question window is disabled by default, meaning that questions are linked to the selected topic or module. If you enable this option, the question is not linked to the selected topic or module.

Note: This feature is only available if the Player is launched through a knowledge path or the Player link in the Professional edition of the Knowledge Center, or a modeless launch from an application.

To ask an expert a question:

1. Select a topic or module.

2. Click **Ask an Expert**.

3. From the Question Details dialog box, type a subject.

4. Type your question.

5. Click the **Do not link to content** option if you do not want to link this question to the selected topic or module.

6. Click **Submit**.

To view existing questions:

1. Select a topic or module.

2. Click **Ask an Expert**.

3. From the Question Details dialog box, click **View Existing Questions**.

   A list of all questions you submitted for all courses displays.

4. Click **Show all items** to display all questions, or click **Show open items only** to display only the questions that are currently open.

To view an expert's answer:

1. Select a topic or module.

2. Click Ask an Expert.

3. From the Question Details dialog box, click **View Existing Questions**.

   A list of all questions you submitted for all courses displays.

4. Click on the desired subject link to the view the expert's comments in the Expert Conversation window.

5. Type a question if you want to further discuss the question with the expert.

6. Click **Submit**.

5.4 Notes (available in Professional edition only)

The Note icon is used to add notes to the content you are viewing or to view existing notes about the content. The Note icon has two states; Add Note and View Note.

Use the Add Note icon to record notes via the Notebook Entry dialog box while viewing the content.

- The Description field displays the module or topic name; however, you can edit the description text as desired. The text in this field appears as the description on the Notebook page.

- The Additional Notes field cannot exceed 255 characters of text. You can enter a brief description of the note, plus more detailed information, if desired.

Once notes have been created, the state changes to View Note which allows you to view existing notes. Notes can also be used as bookmarks to specific topics or information in the content.

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: This feature is only available if the Player is launched through a knowledge path or the Player link in the Professional edition of the Knowledge Center, or from a modeless launch from an application.

To add a note:

1. Click Add Note.

2. From the Notebook Entry dialog box, type a description and the applicable notes.

3. Click **Save**.

To edit a note:

1. Click View Note.

2. From the Notebook Entry dialog box, update the description or notes as needed.

3. Click **Save**.

🖰 To delete a note:

1. Click **View Note**.

2. Click **Delete**.

5.5 Provide Feedback

If the Provide Feedback feature is enabled, you can post a comment about the topic or module to the author of the content. only appears if there is a feedback monitor for the selected topic or module.

When posting a comment, you need to include a subject as well as the comment. When the comment is complete, you submit it to the author and the question is posted in the Feedback Details window. The View Existing Feedback link allows you to open the Review Feedback window. This window displays the existing comments you submitted for this subject.

Note: This feature is only available if the Player is launched through a knowledge path or the Player link in the Professional edition of the Knowledge Center, or a modeless launch from an application.

🖰 To provide feedback:

1. Select a topic or module.

2. Click **Provide Feedback**.

3. In the Feedback Details window, type a subject.

4. Type your comment.

5. Click **Submit**.