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Logging In

Pulse is our Learning and Talent Management System (LTMS). You can use it to access all types of learning including online learning, classroom training and learning resources through one highly intuitive integrated solution.

To Log into Pulse, you enter your assigned Username and Password and then click on OK or press the Enter key on your keyboard. If details are entered correctly, access is granted and your Personal Learning Plan is displayed. If details are entered incorrectly, the name and password fields are cleared so that you can try again. There is no limit to allowable attempts.

**Note:** For some organisations we may have tailored Logging in to suit. You may, for example, be asked for an employee or student number, with or without a password. You might also bypass this sign on procedure altogether.

The screen displayed after you have successfully logged in is the Personal Learning Plan. It provides access to your training as well as a range of learning and information options in the **Navigation pane**.

You can return to this screen at any time by clicking on the **Home** button at the top of the screen or the Personal Learning Plan button on the Navigation pane.
Main Navigation Buttons

The buttons displayed at the top of the Pulse screen reflect your security status...

**Users** will not see the Admin or Report buttons – for details of your own personal progress, go to My Achievements.

**Adrenaline Users** will see the same options as a User can plus an Adrenaline Modules link under the Management Functions group in the Navigation pane.

**User Managers** will see all buttons on the main pane, but are limited to administering and reporting on users and sub-groups within their group on the organisation tree. They are not given access to the Learning Management or System Management options.

**Learning Managers** will see all options, but are limited to administering and reporting on users and sub-groups within their group on the organisation tree. They are given access to the Learning Management but not the System Management options.

**Administrators** can access all options, users, groups and tools in Pulse.
The Navigation pane

The Navigation pane is displayed on the left-hand side of the Home screen with a small arrow button in the top right corner allowing it to be collapsed and expanded. This Pane offers a variety of grouped options designed to offer quick and easy access to any personal data and learning options that are available to us as an individual. For access to data relating to others, Managers and Administrators should access the Admin and Reports buttons at the top of the screen.

Let’s run through the options on the Navigation pane now, starting with the My Learning options, which provide access to the various blended learning assets available to you as a learner...
The Personal Learning Plan

The Personal Learning Plan can be displayed by clicking on the Home button at the top of the screen or by clicking the Personal Learning Plan button on the Navigation pane.

Pulse tracks blended learning, which means that it integrates a variety of learning methodologies into a total solution. The various options are grouped into three main categories, being eLearning, Event learning and Learning Resources (resources can be accessed from the option below the Personal Learning Plan button on the Navigation pane).

**eLearning** and **Event learning** items can be accessed from the PLP, with **eLearning** including a variety of online courses that have been imported into Pulse using a standard called SCORM. **Event Learning** outlines the more traditional methods, such as internal and external classroom training, conferences, study groups and seminars, as well as new technology based interpersonal options such as webinars and online classrooms, etc.

The Personal Learning Plan is refreshed each time you sign into Pulse, or you can click on the green Refresh icon at any time if you have been assigned eLearning or Event learning items that you cannot find.

If you have been assigned learning and are trying to find it in your Personal Learning Plan, you might be able to locate it using this Search field.

If you have not been assigned the learning you are seeking, you might be able to locate it using this Search button.
The View As settings located at the top right of the Personal Learning Plan allow you to change the current view. The default view is drawn from Group settings and each user can personalise their default view in their User Settings (see User Settings section for more detail). Typically the default will be to the Carousel view, which displays the learning items using a specialised graphic interface. You can move through the items by clicking on any of the displayed icons or by using the scroll bar slider and the buttons displayed below it.

The Tree view offers the same learning items in a traditional hierarchical menu, with groups that can be expanded or collapsed as required.

The List view operates much like a spreadsheet. It presents the courses and specific details relating to them in a series of columns. Any of these columns can be sorted to help you find a specific course and you can also temporarily re-arrange the column order using a simple drag action.

The Calendar view highlights past, tentative and confirmed eLearning and Event Learning items in a current day, week or month format. It highlights eLearning due to expire in the period as well as Event learning that you have requested and is either confirmed or is pending confirmation at which time you will receive an email and the entry in the calendar will be updated. Mouse over or double click entries for further information.
Resources

Resource learning items might include objects such as links to pretty much anything on Web and Intranet Portals, white papers, PDFs, Office documents such as PowerPoint presentations and Excel workbooks, audio tapes, video clips, etc. They might include reference materials, assessment documents and workbooks, etc.

Once they have been created, Resources can be attached to an eLearning or Event learning item or they can be sourced direct from the Resources option on the Navigation pane.

The Manage Resources option in Pulse’s Administration section allows the Learning and Development Team, Pulse Administrators and specific Course Managers to set up resources as required. New Resource items can be easily created and learning managers can also select from any that are already available in the system.

Once created, they can be assigned to selected users and/or attached to event or eLearning items so that all users who have access to learning item also get access to the resources attached to it.

All of a user’s resources will be listed under the Resources option on the Navigation pane, while specific ones will also be available from various locations inside the learning interfaces for items they are attached to. Users can access Resources by simply double-clicking them in the display list; however they cannot add to, edit or delete the resources that are made available to them unless they are editable documents that they are downloading.

When accessed from the Navigation pane, the name of the resource displayed in the Title field will most likely indicate the Resource’s subject matter while some will also offer a more complete and detailed description of their purpose in the Description field displayed below the title. The Attached to column indicates if a resource is attached to a learning item, while the Media Type field indicates the type of Resource. Options you might see here include a PDF document, any kind of Office document (Word, Excel, PowerPoint, etc.), or a Video or Audio file, for example.
Favourites

This option displays the individual online learning modules that you have personally rated. You will see that Pulse displays a series of tabs when you click on any online course module.

The first tab is the Description tab, which typically displays such data such as prerequisites, duration and topics covered in the selected course. At the bottom of the tab, the My Rating option displays a series of stars that allow you to rate a course as 1, 2, 3, 4 or 5 stars using a single click. As soon as you do, the course will be listed under Favourites on the Navigation pane.

This allows you to obtain immediate access to the courses that are most relevant to you, so only rate those that you really like or might need to access on an ongoing basis. You can then click on the Favourites option on the Navigation pane to list all of the course modules you have rated; you can sort the columns displayed and you can immediately start individual courses direct from the listing by simply double-clicking on them.
Notes

You will see that Pulse displays a series of tabs when you click on any online course module. One of those tabs is the Notes tab, which allows you to add and delete specific notes that you might take while working through the courses. You might, for example, have extracted pertinent points from a course or you might take a note that a specific course would be of interest to a colleague or yourself at a later date.

Of course, the notes will be available on an ongoing basis from the notes tab on for each course until you delete them, however your notes might be harder to find as you do more and more courses. To counter this, as soon as you add a note to any course, that note will be listed under the Notes option on the Navigation pane, allowing you to obtain immediate access to salient points that you take down without having to go searching for them.

You can simply click on the Notes option on the Navigation pane to list all of the notes you have taken; you can sort the columns displayed and you can immediately open individual notes direct from the listing by simply double-clicking on them.
Role Requirements

Below the My Learning options on the Navigation pane are the My Progress options, which provide access to data reflecting the learning that you have completed.

The first option in this group, Role Requirements, reflects the learning you have completed against the requirements of your job role. It displays two tabs being Required Learning and Required Capabilities. If your Learning and Development team has mapped learning items or capabilities to job roles, then the data displayed on these two tabs will reflect how your learning is progressing against the requirements of your job role:

The Required Learning tab allows you to view your learning progress against the learning that is required by the job role selected in the Viewing field. It simply lists the learning items that need to be completed to be proficient in the selected job role and indicates whether they have been started, partially or fully completed. You can launch these learning items by double-clicking on them.

The Required Capabilities tab maps skills and competencies to the selected job role selected in the Viewing field. Green flags indicate those that have been attained while red flags indicate those skills and competencies that are yet to be achieved. As you complete learning mapped to skills and competencies, the red flags will automatically change to green flags.
Achievements

The Achievements option is the second of the My Progress options displayed on the Navigation pane. It displays your learning achievements over two tabs. Once you have located the information you are looking for, you can click on the Print button to obtain a hard copy or the Export button if you would like to copy the data to an external spreadsheet format.

The Completion Status tab displays online learning progress in a grid format. The grid can be sorted by clicking on any of the column headers. The titles of the courses displayed can also be filtered by entering any text string into the Filter By Title field.

Face-to-face learning is reported separately on the Event Attendance tab, which lists the scheduled events you have signed up for along with Status and Passed fields that indicate whether the facilitator or course manager has signed you off as having attended and/or passed the courses.
Certificates

The Certificates option allows you to print a hard copy of a Certificate when you have completed the requirements of a learning module. This can include any type of learning that has been passed online or approved as completed by the course manager. The items are presented in a grid format on two tabs and the data on each can be sorted by clicking any of the column headers.

The **Completion Certificates** tab allows you to print out a certification that you have simply completed the course.

The **Assessment Certificates** tab includes details of the required pass marks and attained score for those courses that require an assessment of understanding or ability.

Note: If an online course is a single module that has testing built into it, you must complete the module as well as passing its test to obtain an Assessment Certificate.
Surveys

At certain times, such as at the completion of learning, you may be required to complete a survey. Completion Surveys, for example, provides feedback on the effectiveness of the learning experience, which in turn drives ongoing improvement of that experience for the benefit of all.

A Completion survey can be offered directly after the learning is completed, while a Post Completion survey might be requested a month or two after the learning is completed and will typically focus on retention and application of the learning delivered.

Using Pulse’s Adrenaline authoring tool, new surveys can be created from the ground up or from existing surveys. Existing surveys can be personalised and all surveys can be published and delivered with the resulting data seamlessly tracked, compiled and reported back by Pulse. Administrators can identify which courses have surveys and whether the completion of a survey is mandatory to a user being marked off as having completed the learning.

The Surveys option in the My Progress group on the Navigation pane displays when there are surveys to be completed by the user who is signed in. The survey can then be opened by simply selecting the Surveys option and double-clicking on the survey displayed in the main pane.

Of course, our library of complimentary surveys will continue to expand beyond the Completion, Exit, Recruitment and Staff Feedback surveys that shipped with early versions of Pulse.
Messages

The Message tool operates in much the same way as conventional email. Messages can be automatically sent by the system, perhaps to remind you of an upcoming event that you have registered for, or they might be sent by colleagues or course managers who, for example, might have a specific question relating to the course materials they have found in Pulse.

While the messages can be restricted to being delivered within the Pulse system only, we strongly recommend that Pulse be set up to also forward messages to the individual’s actual email Inbox. Doing so helps to ensure that all users receive all reminders and prompts that relate to training that is coming up or falling due, so is especially relevant when Pulse is delivering and tracking compliance learning.

As Pulse tracks learning progress, it can then use a range of pre-set automated emails to ensure that the individual is made aware of his or her learning schedule and progress, underlining upcoming dates, advising of postponements, congratulating on completions and printing and delivering Certificates, etc. This can all be done automatically, without impacting on the Manager’s time and all messages can be personalised by the Administrator in the System Settings section.

Specific messages can also be automatically sent to Managers containing weekly, monthly or quarterly reports detailing their team’s individual development progress, or perhaps advising if a user’s learning schedule is falling behind.

The option to push messages to user’s email inboxes located in the default user settings that the Pulse administrator sets up for the user groups. Those settings are then passed down to sub-groups and the users that they contain. Please note that there is also a Messaging tab on the User Settings dialogue box that is launched by clicking on the button displaying the user’s name in bottom left of the Pulse screen. It allows users to turn the forwarding to inbox option on or off. This tab can be hidden in the system settings so that there is no doubt that all users have been sent messages that are relevant to their learning plan.
Questions and Answers

Questions and Answers is a collaborative forum that grows organically as learners and subject matter experts (SMEs) share their knowledge and experiences.

The first step in setting up a forum is for an Administrator or Learning Manager to add general Topics using the Create New Topic button. The new topics might, for example, include Workplace Safety, Diversity, Coaching and Mentoring or Project Management and all should include a brief description of their purpose.

Typically, the organisation’s Subject Matter Expert will be set up as the owner of the topic and you will also notice that there is an option that allows the forum to be monitored. When selected, Pulse messages the owner whenever a question or response is added to that topic so that the SME can oversee the entries and provide specialist input whenever it is warranted. It does so using the Pulse message system so the notification will also be forwarded to the owner’s email box if that option is selected in the user settings.

Once a topic has been created, anyone can access it and add questions and comments as well as viewing existing questions and answers by selecting the appropriate buttons that are displayed at the top of the entry grid. To insert an answer to a question, for example, double-click on the Topic and then the Question and click on the Create new Answer button. In this way, all users can contribute their knowledge or experience by adding their input to the question. Sometimes a user might answer their own question to help ensure constructive ‘conversation’ threads.

The owner of a question is the person who asked it. That person can then choose to accept an answer immediately or wait for other people to provide feedback before selecting the answer that was most helpful to them by clicking on the Best Answer button.

All answers that have not been deleted and any new answers that are added thereafter will simply add to the growing knowledge base attached to the various topics created.
Community

The Community option allows Pulse users to communicate using technologies such as group chat and closed forums. They can interact live through instant messaging or exchange information on any topic they choose through forums. This may be relevant for Managers to discuss learning plans, for developers to track build status, or for project managers to collaborate, etc.

Users will only be able to access Community groups that they have been added to or invited to participate in through Pulse’s many Virtual Group options (Pulse administrators and Learning Managers should go to the Virtual Groups section for details on how to set these up).

Once the user double clicks on the Group Name, three tabs will become available – Forum View, Online Members and Group Chat.

**Forum View** works in much the same way that the Questions and Answers view works but access is restricted to members of the community. A new Topic can be created and posts added. All users in the Community can see previous posts and Topics that have been created so that important information that was discussed or posted can be easily viewed and added to.

The **Online Members** tab allows you to see any members of the community who are online (their user icon will be displayed in green). Users who are offline are displayed with red icons when the Include Offline Users option is selected. If you select a colleague and then click on the Send Message option, Pulse will allow you to send the user a message in much the same way that you would send an email. You can also select multiple users using standard Shift and Control click operations and message them all at once. Your message will appear in that user’s Pulse Messages option and be forwarded to their email inbox when that option is selected for the various recipients. You can also click on the Refresh button to check other user’s offline / online status at any time, otherwise Pulse will simply show their status at the time you accessed this tool.

The **Group Chat** option works in much the same way but it is designed to allow you to use standard Instant Messaging (IM) interfaces to ‘chat’ with other online community members. Entries through the chat forum are not stored.
Enrol and Confirm

At the bottom of the Navigation pane, the Management Functions group offers fast access to specific management and authoring tools. These options also allow people with the basic User level access, so do not see the Admin button on their Home screen, to launch these tools. **Enrol and Confirm** is about approving and signing off user access to learning items, noting that all learning items have an option for approval to be required from the user’s manager, the course manager or both.

If you are a **user manager** you might receive an email in your inbox when one of your team members applies for a course that requires your approval. If you are a course manager, you will receive a message when any member applies for a course that you manage that requires course manager approval. In both cases, the email will include a link to Pulse so that you can quickly and easily sign in and then access the Enrol and Confirm option. When you do the screen will display two tabs, one for Event learning and one for eLearning and the tabs will also indicate whether there is action pending on either. Click on the tab showing that an item is pending and then select the course name in the upper pane to display the person who has requested it in the lower. From there, simply click on the Confirm or Cancel button to approve the users access to the learning item in question.

If you are a **course manager**, the courses that you manage will be listed down the screen when you select the Enrol and Confirm option. You have two options; if you double-click on any of the listed courses you will be able to access the default settings and values applied to the course, while if you single click on a listed course a second pane will open below the first displaying a series of tabs. From left to right the tabs follow the normal process through which users would work. The first step is typically to make a Request. If it is an Even learning course that has been requested, once approved the second step is to either be placed on the Waiting List or enrolled in a Scheduled Event. The final step for Event based learning is to be marked off (and approved, or otherwise) as an Attendee. Please note that online Scorm based eLearning courses can also be delivered immediately, so are not restricted by available seats. As such, different options apply to requests, while completions are automatically determined and tracked by the LMS once approval is granted. Also note that you would not go to this option to request a course for a team member; you would go to the Search option or contact the Pulse Administrator to do so.

Detailed instruction on administering courses can be found in the Learning Management section in this guide.
Accessing Adrenaline Authoring from the Navigation pane

The Management Functions group at the bottom of the Navigation pane offers fast access to specific management and authoring tools. These options also allow people with the basic User level access, so do not see the Admin button on their Home screen, to launch these tools.

eLearning can be applied to appropriately instruct, assess and reflect on competency-based and real-world content, including both hard and soft skills within the context of relevant job or life situations. It is highly measurable, so answers the call of compliance and accreditation challenges. It can include elements that assess a student’s incoming skill or knowledge level, and the same assessments can be re-used months after to measure retention, which is the bottom-line of successful learning.

When unique on-the-job conditions arise, and workers need quick and easy access to refresher learning, eLearning can also double as a Help Desk, providing ready access to granular nuggets of instruction at any time and from any place. A huge range of content can be purchased off-the-shelf and contracted on an annual basis. The better options can also be tailored by your own subject matter experts to your exact needs.

Adrenaline is Pulse’s purpose built authoring tool. Selected users will see this option so that they can develop self-paced online courses, assessments and surveys using pretty much the same skill set required to drive Microsoft’s Word or PowerPoint. This option is displayed on your Navigation pane if you have access to any Adrenaline course, including one designed to deliver template slides that accelerate development.

If you have access to Adrenaline, please access the detailed instructions in the Adrenaline guide.
User Settings

You will notice that your name is displayed on a button directly below the Navigation pane once you have signed in. Double-clicking on this button displays a pop up window with your personal details and user settings on a series of tabs.

Note that the tabs displayed are determined by the administrator who can turn them off or on using Pulse’s system settings options. While the settings on each tab default to the settings applied to the group you belong to in Pulse, you can change any of the options displayed on the tabs you have access to, to suit your personal preferences.

The Defaults tab includes several options. The Default Learning View allows you to select the Personal Learning Plan view that you prefer. The Default Launch Style setting will determine how eLearning courses are opened when you double-click them, while Multimedia Options sets the default audio level that suits your speakers and environment (note that the actual volume will still vary when multimedia is recorded at different volumes). Working Hours allows you to select your normal working day so that Pulse can track learning inside and outside of work hours.

The Messaging tab allows you to set up Pulse to forward messages to your email inbox. This tab will often be hidden by system administrators reflecting our very strong recommendation that messages such as reminders of training sessions always be forwarded to your email inbox.

The Password tab is to change your Pulse password to a combination of alpha-numeric characters. We recommend using a strong password that combines at least 8 alpha and numeric characters, with at least one of the alpha characters set to upper case and preferably a symbol such as an exclamation mark as well.

The Photo tab allows you to insert a photograph of yourself into your personal record, so can be particularly useful when corresponding with colleagues through the collaboration tools. The Statistics and Log tabs supply data that would only typically be utilised in trouble-shooting problems with access. As such, these tabs are rarely displayed by default.

To confirm any changes, you must click on the Apply button.
Accessing Learning Items

If the object is an Event such as a classroom course, details such as the location and times for the event can be displayed along with contact options by double-clicking on the entry in any of the Personal Learning Plan views. You will see a range of tabs that allow you to display information as well as options to contact the course manager, cancel your attendance and print the details of the event.

If the object is a Resource, locate it using the Resources option in the Navigation pane. Double-click on the resource and Pulse will attempt to launch it in its parent application.

If the object is an eLearning item, locate it on the Carousel, Tree or List view and then double click on it. With eLearning, the following terminology applies:

1. Suite e.g. Office 2007
2. Title e.g. Excel 2007 Module 1 - Beginner
3. Course Group e.g. Using the Application
4. Course e.g. Working with Spreadsheets

A screen similar to the image on this page will display a list of the various Courses that make up the title. You can Expand or Collapse the list by clicking the arrowheads beside the levels in the centre pane.

You can start any course by simply double-clicking on it. If you have commenced, but not completed a course, the indicator for that course will be half filled. If you have completed the course, the indicator will be filled with colour.
Skill Mapping

After you complete the Test in one of InterAction’s Ready4Computing eLearning titles, an extra bar will be displayed at the top of the course module pane that allows you to view the skill mapping for the entire course. Simply click on the Show check box and Pulse will identify which course modules each of the questions in the test relates to and display a score to the right of each course module.

If the course module score is equal to or greater than the pass mark that has been set for the entire title, then the progress indicator is filled with a map graphic to indicate that you have completed the test and achieved a pass mark that indicates you are already proficient in relation to the content offered in that module.

Any blank progress indicators indicate modules where your score was less than the pass mark, so Pulse identifies them as course modules that you need to complete to round up your knowledge.

You can hide the Skill Mapping at any time by clicking on the Show selection box a second time. This tells Pulse to use the default indicator view that reflects your actual progress through the training.
The Information Pane

When you are looking for more information on a specific course in the course list, simply click on it and its Information Pane displays a wide variety of information.

**Max Attempts** indicates if this course only allows a certain number of attempts before being disabled and might be used if you need to pass an assessment within, say, three attempts.

**Status** indicates whether this course has been attempted, is incomplete or has been completed.

The date and time the course was last **Accessed** is calculated here.

The total **Time Spent** in the course in all sessions is also calculated and displayed here.

The total number of **Sessions** calculates and displays the number of different times that you have accessed the course.

**Launch Widowed** can be clicked on to open the course in a window that can be stretched, minimised and maximised.

**Launch Full screen** opens the course on a wallpaper background that hides all other currently opened windows so you can focus on the learning.

**Contact Manager** allows you to send questions or feedback to the Manager for that course.
The Information Pane’s Tabs

The information pane also displays five tabs that provide access to a variety of information and tools:

The **Description** tab displays details about the module selected in the menu, so might include information such as the duration and outcomes relating to the course if such detail has been supplied by the course supplier (often by way of metadata).

The **Resources** tab offers access to any resources that have been supplied with or attached to the course. This might include study or workbooks, white papers, audio, video, static links to web pages, etc.

The **Capabilities** tab indicates the capabilities that will be achieved upon the successful completion of this course module. In Pulse, the term capability describes a flexible database design that maps competency-based learning.

The **Notes** tab allows you to add notes such as extractions from that course module that you want to keep handy, or are of particular relevance to you.

The **Forum** tab shows any posted messages that other users have added to this course.
Searching for Learning

The learning offered in your Personal Learning Plan will have typically been pre-assigned to you. A default catalogue, for example, can be assigned at the Group level by the Pulse administrator and will automatically determine the courses you can see in your Personal Learning Plan when you first sign in. Additional learning might also have been added by your line manager or by a Pulse Learning Manager, perhaps learning that has been mapped to the requirements of your job role or identified to reflect your individual needs.

The Search button that is located next to the Home button at the top of your screen allows you to search for learning beyond those options already available to you. Any previously selected location parameters for an event learning course will be remembered so that search can help you to focus on locating Events scheduled in your area. You can change these selections by opening the drop menus that they are displayed on.

You can enter a search string, such as Excel, in the Search field at the top left to narrow the returned results. Pulse will search for the search string in any learning item or module names as well as in their description information.

Once you have found the learning you are looking for, you can simply request it by clicking on that button, or you can double-click on the listing and if you do not already have access to that learning item, Pulse will open a dialogue box that identifies the type of training, a description of its contents, an approval requirement indicator and another Request button. If you already have access to the learning item, Pulse will immediately display it on your Personal Learning Plan.

Some of the learning options might need approval from your Line Manager and / or possibly the Course Manager before you can access the eLearning or book in to attend Event learning.

If the approval setting is set to None Require, and the type is eLearning then you will be able to get immediate access to the selected course. For Event learning, you will need to select a scheduled session or select the waiting list option to register for a future event. Please see the request an approval process chart following for further detail.
Learning Item Request and Approval Process Chart

Approval required?

- No Approval Required
- User Manager Approval Required
- **<< Both Required >>**
- Course Manager Approval Required

User Manager Approves

- Is Approval type **User Manager**?
  - No
  - Is User Manager also the Course Manager?
    - Yes
      - Approval Granted, send information message and assign requested content.
    - No
      - If either manager denies request
        - Approval Denied, send information message and remove request.
  - Yes
    - Inform User Manager
  - No
    - Inform Course Manager

Course Manager Approves

- Inform Course Manager

- If either manager denies request
  - Approval Denied, send information message and remove request.
Appendix A: Quick Reference Guide for Common Pulse Tasks

This appendix offers fast step-by-step instructions to complete common tasks in Pulse. For detailed instruction refer to the relevant section in this guide.

How do I access Pulse?

1. Start your computer
2. Open your web browser (Internet Explorer, Safari, Firefox, etc.) and make sure that you have an Internet connection, perhaps by surfing to a web site that is not internal
3. Type the URL for your Pulse site or click on any link that has been made available to take you direct to the Pulse system
4. If you see the logon screen, enter your username and password as supplied noting that the password is case sensitive. If you have forgotten your password or username, simply click on the Forgot Password option and enter your email address.

Any tips for basic navigation?

Most options are displayed as buttons at the top of the screen or on the Navigation pane. We will overview the more popular options here, starting with the Navigation buttons (top right):

- Select Home to display your personal learning plan
- Select Search to look for training that you do not already have access to
- Select Logout to exit
- Leaders will also see an Admin and a Reports button

Navigation Pane options (at left):

- The Personal Learning Plan shows learning items assigned to you. Double-click on each to display more details.
- Resources displays items such as documents, presentations or videos that you have access to as part of your learning. Many will be linked to learning items
- Achievements reports on the learning you have completed
- Certificates will print a Certificate for courses you have completed successfully
- Surveys allows you to complete surveys assigned to you, such as training feedback surveys
- Messages include prompts and reminders on assigned courses, messages from course managers, etc.
How do I access my learning?

Both online and event (face-to-face / classroom) courses are displayed on your Personal Learning Plan. The only other type of learning is Resources, and all of the resources that have been assigned to you can be accessed from the Resources tab in the Navigation pane. Typically though, you need to go to your Personal Learning Plan as a first step.

1. Before you can open an online or access details on an event course, you must login to Pulse, which will automatically display your Personal Learning Plan (PLP). It will look similar to the following if you have selected the Carousel view for your PLP:

2. If you do not see the Personal Learning Plan, you can click on the Home button at top of screen or the Personal Learning Plan button on the Navigation pane at any time. Both of these options deliver the same result.

How do I find a specific course in my personal learning plan?

Both online and event (face-to-face / classroom) courses are displayed on your Personal Learning Plan. Once you are looking at your Personal Learning Plan, you can locate the online course you want to open. The next step depends on the view selected for your learning plan:

1. In the Tree or List views, you will be able to scroll through the list to locate the course you are looking for. Tree view will help you to find it by first finding the most likely course group, while List view allows you to sort all of the courses using any of the columns displayed.

2. In the carousel view, mouse over the icons to display their names and then click on the icon for the course you need and it will be displayed at the front of the carousel display. In this view, you can also select the and buttons to move through the list one item at a time or you can click the and buttons to move to the first and last items. If necessary, click on the course icon, so it is at the front of the carousel display.

3. If you cannot find a course by scrolling through the different views, you can try using the filter and then search options – preferably in that order...

4. The filter option at the top of the Personal Learning Plan will search for learning that already exists in your learning plan. You can enter any text string before clicking on the Search button. Pulse will then continue to find the next occurrence of that search string if you continue to click on the Search button.

5. If the filter does not find the course you are looking for, the next step is to search outside of the learning already available to you. Simply click on the Search button beside the Home button at the top of the screen, enter a search string and click on the Search button.

6. If you have completed these options and still cannot locate the learning you are looking for please contact your line manager or the learning and development team in your organisation.

How do I start eLearning courses?

To open an online course you need to go to your Personal Learning Plan.

1. When you login to Pulse, all learning items that have been assigned to you are displayed on the Personal Learning Plan using your default view. If you do not see the Personal Learning Plan, click on the Home button at top of screen.

2. Locate the course you require using the steps in the How do I find a specific course in my personal learning plan topic.

3. Double click on the course or click on it then click on the Launch button and the course details page opens to display a list of the modules in the course (noting that there may only be one module in a title).

4. Double-click on any module in the centre pane and the course module will open in a new window with instructions for you to progress through the learning.
**Appendix A: Quick Reference Guide for Common Pulse Tasks**

**Must I complete eLearning courses in a single session?**

Most modules will automatically bookmark the point at which you left, so you can typically close an online module and come back to it at another time.

The icon to the left of the module name shows your progress through the module, as follows:
- Not started
- Incomplete (bookmarked)
- Completed module or passed assessment module
- Failed assessment module

When you click on an incomplete course, you will be automatically taken to the bookmark, which Pulse stores as the place in the course from which you last exited.

**How do I enrol in a classroom based course?**

Both online and event (face-to-face / classroom) courses are displayed on your Personal Learning Plan. Whether you find that an event learning course is already on your PLP or if you find one using the Search option, you will automatically go through a registration process when you first open it. Let’s follow an example using the Search option...

1. To search for a course from any page, simply select the Search button at the top of the screen and the Search window displays.

2. Enter a search string to describe the course you are looking for – e.g. Orientation – in the search field and click on the Search button.

3. Click on the Request button to request the course and the Request Learning Item window displays details of the course.

4. You can scroll through the tabs for a description and any additional notes, if required. For event learning, any scheduled courses that have spaces available will be listed along with date and time details. If one of these options suits then click on it and then click on the Request button, otherwise click on the Waiting List button and click on the Request button in the bottom right.

5. Note that eLearning would now be added to your learning plan if they do not require an approval process so you could start training immediately.

6. Some eLearning and most Event based courses will require approval from your leader and/or from a course manager, before you can be enrolled. If approval is required, a message will indicate that your request has been sent for approval.

7. You will be notified by email message when approval is given and in the case of an event learning item, the details of the event will be inserted in your Pulse calendar as well as your Lotus Notes or Outlook calendar.
How do I check my results?

You can see a list of all training that you have completed, by viewing your achievements. Simply click the Achievements button on your Navigation pane.

![Achievements]

Your learning is displayed over three tabs.

The Completion Status tab shows eLearning courses that are in your PLP and for each course shows:

- percentage complete
- number of modules complete
- number of assessments complete
- number of assessments passed

The Event Attendance tab displays face-to-face learning details and the Qualifications tab displays courses mapped to qualifications by your organisation.

How do I print a Certificate?

If you want to, you can print a certificate for any course you have completed.

1. Simply click the Certificates button on your Navigation pane and then select the certificate you would like to print.

Completion certificates are supplied for courses without assessments and are displayed by default.

Assessment certificates are for courses with assessments, showing your score. Click on the Assessment Certificates tab to display these.

2. Click on the Print button. A standard Print dialogue box will be displayed for you to select a printer and complete the process.
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