Access Skillsoft training - Self-help guide

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Important information about installing the Java plug-in, required for Skillsoft

- Users should consult with their local IT support provider before installing or upgrading Java. Local applications may require specific Java versions.
- Awareness: Once the java plug-in has been installed, it must be kept up to date in order to avoid security risks.

For Help Desk Consultants
BEFORE ASSISTING WITH JAVA PLUG-IN INSTALL OR UPGRADE REVIEW THE FOLLOWING Escalations information for Helpdesk Staff [hdarchive:For Service Desk Consultants - Access Skillsoft training]

Skillsoft, is a training portal available to all MIT faculty, staff and students. The site is similar to Lynda, but the focus is on learning resources for skills improvement and professional development.

Note: The use of skillsoft/skillport on tablets is not yet supported

Who can use Skillsoft?

- The MIT Skillsoft portal is licensed for unlimited use by MIT faculty, staff, students and affiliates with active kerberos accounts and MIT IDs. Affiliates are allowed to access Skillsoft without any special action needed. For those who may be transitioning from staff to affiliate status, as long as there is no interruption between the end of their staff appointment and the beginning of their affiliate status, there is no interruption in service.

Choose a supported browser

Macintosh

- Skillsoft officially supports **Safari** only.
- IS&T has found good results for **Firefox** 17.0 ESR or Firefox 24 ESR. http://ist.mit.edu/firefox
- Google Chrome is not supported due to the fact that the Java plugin is 64-bit and Google Chrome is 32-bit.

Windows:

- Skillsoft supports **Internet Explorer**, **Firefox**, **Google Chrome**

Test your certificate

- **In the browser you will be using to access Skillsoft**, test your certificate
  NOTE: Certificates must be installed for each web browser and on each computer.
  - Navigate to http://web.mit.edu/certificates/test/
  - Click **Test my certificate**
  - Verify that you see your own name displayed.
- If you do not see your name displayed on the certificate test page, see information on obtaining an MIT certificate, and troubleshooting certificate issues

Turn off popup blocker

- In order to launch Skillsoft web-based trainings, pop-ups must be enabled.
- Instructions for enabling pop-ups

Check your Java version

- Which version of Java is installed on my computer?

Java installation or upgrade instructions

NOTE: Users should consult with their local IT support provider before installing or upgrading Java. Local applications may require specific Java versions.

- Install or update Java Runtime Environment and enable Java Plugin

If needed, clear browser cache, Java cache.

- Clear the browser cache
- Clear the Java cache
- Close all browser windows and quit or exit the browser. Then relaunch the browser and access Skillsoft.

Citrix - Alternative solution if Java upgrade is not a viable option

- Users who have applications that require a specific Java version, or users who do not have the administrator access needed for a Java upgrade may wish to access Skillsoft via Citrix.
- See: Getting Started with Citrix
- The above link includes instructions for obtaining a certificate in Internet Explorer on the Citrix server.
  A certificate in Internet Explorer on each Citrix server is needed for Skillsoft access.
- Note that using Citrix may not be readily intuitive. Contact the IS&T Help Desk for assistance.

Web-based trainings may require additional browser plug-ins

- Some web-based trainings in the Skillsoft portal may require Adobe Flash
  - Download and install Adobe Flash
- Learn more about browser plugin requirements for Skillsoft trainings



[Additional escalation information for Service Desk Staff can be found here].