Q: How do I log into Skillport?

A: Clicking the link https://ds.calstate.edu/?svc=skillsoft it will direct you to a login portal through the CSU. You will need to identify which campus you are from by selecting from the drop down menu. You will be directed to your campus training portal (Shibboleth site) where you input your campus username and password. This will log you into the Skillport homepage.

Q: I tried to log in and received an error. What do I do?

A: The error could be due to organization of your credentials in the system not matching up in the Skillport system. Click this link: https://portal.calstate.edu/myinformation.aspx. If any credentials have a red X next to them, contact your campus ITS Help Desk. They can look into verifying your credentials are correct. If after you contact your campus Help Desk and the problem continues, send an e-mail to spd@calstate.edu for further assistance.

Q: I logged into my profile, but can't find the training. Where is it?

A: All assigned courses by your administrator can be found in the View My Plan section of your profile. All other courses can be found in the catalog tab in your profile. You also have the ability to search for any courses with the search bar at the top of your Skillport homepage.

Q: I tried to launch the course, but when I click launch, nothing happens. What do I do?

A: When courses don't launch it usually is related to your internet browser's pop-up blocker settings being enabled. Usually the browser will prompt you on the top or bottom of the page letting you know the pop-up blocker is enabled. You will need to allow pop-ups from the Skillport site. Your IT Help Desk can assist you with this or you can manually do this within your browser.

Q: I completed the course, but I am still receiving reminders. How do I make the reminders stop?

A: From the Quick Links tab click on “Learning Transcript”. If the course does not show completion in your profile you may need to launch the course again. If the course authored by LawRoom, open the course in “Review Mode” and click EXIT and let the course shut down completely. If the course does not move to the completed section in your profile, contact spd@calstate.edu. If the course is authored by Skillsoft and the course is not registering completion, contact Skillsoft directly via Quick Links > Skillsoft Support > Live Help.
Q: I am launching a course and the course just keeps loading and nothing happens. What do I do?

A: Click the following link to check your browser settings. http://support.skillsoft.com/browser-test.asp. Some courses have requirements on your browser or add-ins that must be installed for the course to function properly. Skillsoft provides a FREE browser test to check your internet browser settings. If you need to update any settings on your browser, contact your campus ITS Help Desk for further assistance. You can also contact Skillsoft directly via “Live Help” at any time.

Q: I completed the course but forgot to print my certificate. Can I print my certificate after I have completed the course?

A: Yes. For LawRoom authored courses you can launch the course and there will be a screen that indicated that you have completed the course. At the top of the course, there will be options to print a certificate. Choose the certificate type you would like and it will open in another window for you to print. All other courses you can click on Learning Transcript (via Quick Links) click Actions and View Certificate.

Q: I was assigned this training and received this notification. Do I have to take this training?

A: All assigned training was pre-determined by your campus training administrator. If you feel you have received the training in error or need more information regarding the training, contact your training administrator directly. If you do not know who your training administrator is, please send an e-mail to spd@calstate.edu.

Q: I tried logging into Skillport and it says that my account is deactivated? Who do I contact to get reactivated?

Send an e-mail to you campus administrator letting them know of the deactivation. If you do not know who you campus administrator is, please send an e-mail to spd@calstate.edu.