

Accessing your Customer Service Basics LearnTrack

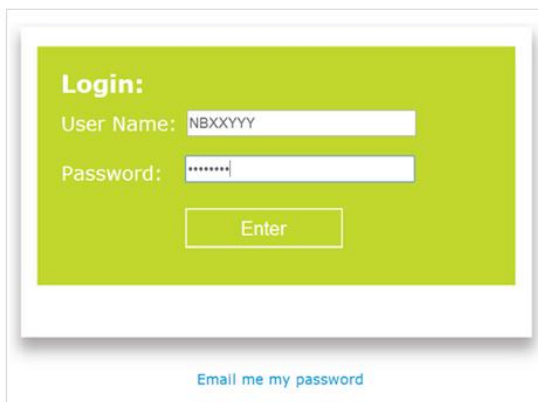
Accessing your Customer Service Basics LearnTrack

Office headset contact

Step 1: Access LearningLink

Frequently asked questions

Access LearningLink with your NBXXXXY user name and LearningLink password. If you don't remember your password, enter your user name, then click **Email me my password**. If you're still having issues with logging in, contact the [Learning & Development team](#).



The screenshot shows a login form with a green background. It contains the following elements:

- Login:** header
- User Name:** input field with the text "NBXXXXY" entered.
- Password:** input field with masked characters "*****".
- Enter** button.
- [Email me my password](#) link below the form.

Step 2: Navigate My Learning

Navigate to **My Learning** and click **Launch** to get started on your first course!



The screenshot shows the LearningLink navigation menu with the following elements:

- Logo: LearningLink by Northbridge
- Language: English
- Log Off button
- Navigation tabs: Home, Spotlight, Course Catalogue, **My Learning**, My Achievements, Resources, Search
- Footer links: All Courses | LearnTracks | Calendar | Survey | License Assignment
- Section title: **My Learning**

Course Name	Status	Location/Time	Registration
Lync 2010: Working with Lync (A)	In Progress		
Books 24 x 7 - IT & Desktop Videos (A)	In Progress		Cancel
Customer Service Fundamentals: Building Rapport in... (A)	In Progress		Cancel
Internal Customer Service (A)	Enrolled		Cancel
Outlook 2010: Getting Started Lesson 1 - Identifi... (A)	In Progress		Cancel

Step 3: Resolve technical pop-ups

If your course launches successfully, you will be taken to the Table of Contents for the course selected. You may begin your course at this time.

The screenshot shows the Skillsoft Course Player interface. The main heading is "Customer Service Fundamentals: Building Rapport in Customer Relationships". Below this, there are two tabs: "Table of Contents" (selected) and "Progress & Tests".

Goal: To build rapport with customers.

To continue at your bookmarked location, select the Return to Bookmark button.
To begin a topic, select any active topic link. To view your progress or take a test, select the Progress & Tests tab.

Course Overview

- Building Rapport with Customers
- Being Customer-focused
- Understanding Your Customer's Feelings
- Practice: Building Rapport with Customers

At the bottom of the interface, there are buttons for "Return to Bookmark" and "Take the Tour".


If your course does not launch successfully, you will see certain pop-ups and/or drop-down prompts requesting that you install or run certain applications. If this is the case:

It is important that you do not install or upgrade your computer to a new version of Java if you are prompted.

If you are asked to...	We ask that you...
Install Java	Close LearningLink and email ITClientServices@nbfc.com with a brief description of the issue. In the email subject line, type LearningLink Problem.
Update Java	Step 1 – Do not update Java. Select Do not ask again until the next update is available , then select Later . Step 2 – If the course doesn't load successfully, close LearningLink and email ITClientServices@nbfc.com with a brief description of the issue. In the email subject line, type LearningLink Problem.
Run an application ROApplet by SkillSoft	Step 1 – Select Do not show this again for apps from the publisher and location above , then click Run . Step 2 - If the course doesn't load successfully, close LearningLink and email ITClientServices@nbfc.com with a brief description of the issue. In the email subject line, type LearningLink Problem.
Run an application CCApplet by SkillSoft	Step 1 – Select Do not show this again for apps from the publisher and location above , then click Run . Step 2 - If the course doesn't load successfully, close LearningLink and email ITClientServices@nbfc.com with a brief description of the issue. In the email subject line, type LearningLink Problem.
This website wants to run the following add-on: Java SE Runtime Environment	Step 1 – Allow it to run by clicking where the message appears. Step 2 - If the course doesn't load successfully, close LearningLink and email ITClientServices@nbfc.com with a brief description of the issue. In the email subject line, type LearningLink Problem.
Install, run, or allow any pop-ups and/or prompts not listed above	Close LearningLink and email ITClientServices@nbfc.com with a brief description of the issue. In the email subject line, type LearningLink Problem.

Step 4: Navigate My Achievements

Navigate to My Achievements to confirm your completion of the LearnTrack.

 Log Off
Language: English

	Step 2 - If the course doesn't load successfully, close LearningLink and email ITClientServices@nbfc.com with a brief description of the issue. In the email subject line, type LearningLink Problem.
Run an application CCAPlayer by SkillSoft	Step 1 - Select Do not show this again for apps from the publisher and location above , then click Run . Step 2 - If the course doesn't load successfully, close LearningLink and email ITClientServices@nbfc.com with a brief description of the issue. In the email subject line, type LearningLink Problem.
This website wants to run the following add-on: Java SE Runtime Environment	Step 1 - Allow it to run by clicking where the message appears. Step 2 - If the course doesn't load successfully, close LearningLink and email ITClientServices@nbfc.com with a brief description of the issue. In the email subject line, type LearningLink Problem.
Install, run, or allow any pop-ups and/or prompts not listed above	Close LearningLink and email ITClientServices@nbfc.com with a brief description of the issue. In the email subject line, type LearningLink Problem.

Step 4: Navigate My Achievements

Navigate to My Achievements to confirm your completion of the LearnTrack.

LearningLink by Northbridge

Log Off Language: English

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Achieved LearnTracks

Customer Service Basics	Achievement Date: (MM/DD/YYYY)	05/22/2014
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[View courses](#)

Questions?

Visit our [FAQ page](#).

Connect to [LearningLink](#) to access more courses!