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19. As a Manager, how can I confirm which of my employees have completed a course in the LearnTrack?

1. Is customer service training voluntary?

No, customer service training must be completed by all staff. This helps ensure that we consistently put the customer first and keep our customer service goal top of mind. The 2014 program is called the Customer Service Basics LearnTrack.

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2. **What's the deadline to complete my courses?**

The deadline for completing the two customer service courses is December 31st, 2014.

3. **I never work with customers; why should I participate?**

Even if you don't work directly with our customers, broker partners or other external partners, such as vendors, you work with someone who does. If you don't work directly with someone who does, then you have internal customers, such as your colleagues. The customer service training is relevant to all roles.

4. **I've already taken customer service training at Northbridge. How is this different?**

Delivering an exceptional customer experience is absolutely critical to our success as an organization. That's why ongoing training is so important – and the reason we've launched the Customer Service Basics LearnTrack this year.

5. **How do I register for the LearnTrack?**

Your registration is automatically processed for you – all you need to do is login to LearningLink to access your LearnTrack. For more information on how to access your LearnTrack, follow this guide. If you do not see the courses under My Learning>All Courses, contact the Learning & Development team.

6. **How long is each course?**

- Customer Service Fundamentals: Building Rapport in Customer Relationships will take approximately 56 minutes to complete.
- Internal Customer Service will take approximately 52 minutes to complete.

7. **How do I access my LearnTrack to complete the courses?**

Login to LearningLink, go to the My Learning>All Courses, and then click Launch for one of the courses to begin. For more information, visit Accessing Your Customer Service Basics LearnTrack.

8. **How do I login to LearningLink?**

You can access LearningLink through the Quick Links on the homepage of the Northbridge intranet site or you can use this link https://learninglink.nbfc.com. Your user name is your NBXXYYY user name and your password was assigned when LearningLink was launched in June 2013.

9. **What do I do if I don't remember my password?**

From the login page, enter your NBXXYYY user name, and then click "Email me my password". An email will be sent to you with your password. If you have further problems with the login, please email the Learning & Development team for assistance.

10. **If I clicked the Launch button to start the course and I receive pop-up windows and error**

From the login page, enter your NBXXYYY user name, and then click "Email me my password". An email will be sent to you with your password. If you have further problems with the login, please email the Learning & Development team for assistance.

10. If I clicked the Launch button to start the course and I receive pop-up windows and error messages, what do I do?

See step 3 of Accessing Your Customer Service Basics LearnTrack for instructions.

11. Where can I get a headset?

If you do not have a headset, reach out to your local headset contact.

12. Do I need to complete the courses in a particular order?

No. There's no order to follow to complete these courses.

13. Can I complete the course partially and continue at a later date?

Yes, but ensure that you click the grey X next to the Help question mark on the top right corner of the screen. To access your course when you're ready to continue, go to My Learning, click Launch. Once the course is loaded, click "Return to Bookmark" at the bottom of the screen and it will jump ahead to where you left off.

14. How do I know I've completed a course in the LearnTrack?

To complete the course, you must pass the quiz with a mark of at least 80%. If you don't pass on your first try, you can attempt the quiz again. After the quiz is complete, go to My Achievements to see if that course is listed in your completed courses.

15. I have just completed the sections of the course, but I don't see my score and it says my course status is incomplete. Why can't I see my score? How do I access the test pages?

This is most likely because you still need to take the test portion of the course. Next to the "Table of Contents" tab, select the tab "Progress & Tests". Under your completion status on the right-hand side of your screen is a button called "Take Course Test". Click that button to begin your evaluation. If you are still having difficulties, please contact the Learning & Development team.

16. How do I know the entire LearnTrack is complete?

Go to My Achievements>LearnTracks to view that you've completed the LearnTrack.

17. Can we do the sessions as a team?

Yes, but your manager must email the Learning & Development team with the names of the staff, the name of the course completed, and the final grade percentage (must be 80% or higher).

18. Can I access LearningLink from home to complete my courses?

Yes, LearningLink can be accessed anywhere through https://learninglink.nbfc.com, so you can complete the courses on your own time. Just remember to bring your username and password with you.

19. As a Manager, how can I confirm which of my employees have completed a course in the LearnTrack?

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19. As a Manager, how can I confirm which of my employees have completed a course in the LearnTrack?

Managers can access reports within LearningLink to check the accomplishments of their staff. Here are the steps to follow:

1. Login to LearningLink
2. Click the "Admin Menu" link next to the Log Off option at the top right-hand corner of the screen.
3. Go to the Reports menu and select the Advanced Reports section on the left-hand side.
4. Select "Summary Learning Achievement Report".
5. Edit the start date to June 23, 2014. The end date can remain as the default.
6. Confirm that your name appears in the Unit Name section.
7. Use the Course drop-down list and select one of the two customer service courses:
   - Customer Service Fundamentals: Building Rapport in Customer Relationships
   - Internal Customer Service
8. Click Submit. The report will be generated on screen.
9. If you'd like, you can Export to excel or get a printable version of the report.
10. Repeat the steps above for the second customer service course.

Didn't find what you're looking for?

If your question is related to customer service training, LearningLink, or your login, contact the Learning & Development team.

For all other computer related questions, such as Java and pop-up blocker, email ITClientServices@nbfc.com with a brief description of the issue and the subject line "LearningLink problem".