CYPHER for business
Guide for learners

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Introduction

CYPHER Learning is leading the necessary disruption of learning platforms to unleash human potential with modern learning.

CYPHER exists to ignite lifelong passions through personalized, engaging, and limitless learning experiences for all. We give learning and development (L&D) professionals, HR, and trainers more time to train, build human connection into everything we do, and deliver tailored learning experiences that are meaningful and measurable.

Just the way modern learners expect.

The CYPHER platform is easy-to-use, beautifully designed, and infused with AI-powered technology. Every aspect beams thoughtful innovation and engineering that puts people first. Millions of users experience their "just in time, just for me, just the way I want it" approach in 50+ languages with the CYPHER award-winning platform.

We want you to get the best results when using our site, especially when you are just starting out. That is why we created three getting started guides for the main types of users on CYPHER: administrators, instructors, and learners.

Getting started guide for Learners (this guide) explains topics such as: navigating in CYPHER, using the Help Center, enrolling in courses, submitting assessments, communicating with instructors, and more.

Getting started guide for Administrators explains topics such as: navigating in CYPHER, using the Help Center, creating accounts, customizing the platform, setting up e-commerce and managing users.

Getting started guide for Instructors explains topics such as: navigating in CYPHER, using the Help Center, creating, and configuring courses, enrolling learners, using automation and gamification.

This guide covers the most common steps learners go through when they start using CYPHER. Please consult the table of contents if you want to find a specific topic. If you have any additional questions or want to explore more of your platform's features, please browse the Help Center or visit our support forum.

Creating an account

The company portal is the place where you can find the course catalog with a preview of the available courses, a news area, the company calendar, and more.

Using the platform requires a user ID and password. This information can be either provided by a company administrator or learners can visit the company portal and create an account.
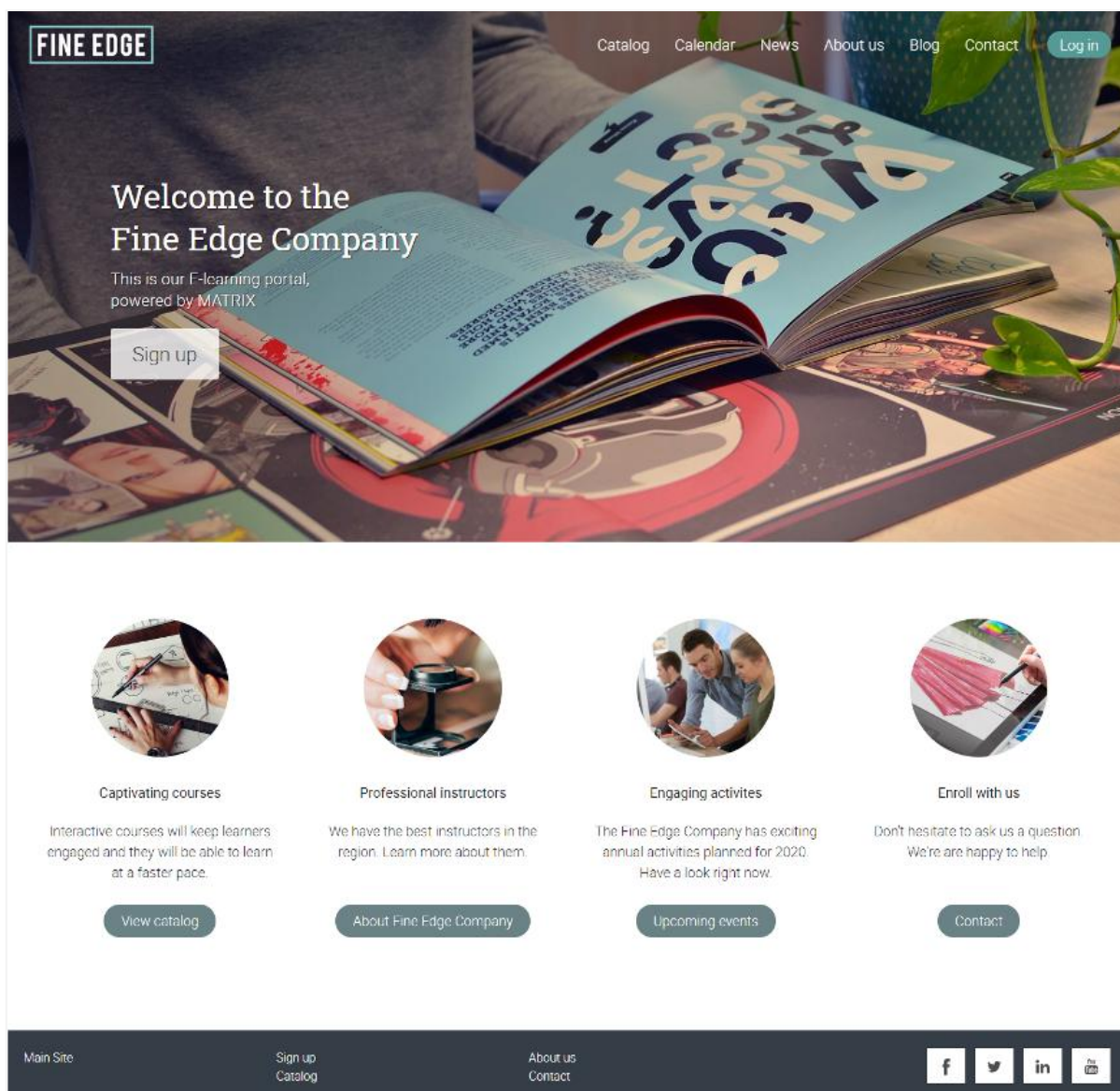
Learners can create accounts on CYPHER with or without an access code, depending on how the site administrator has configured the platform.
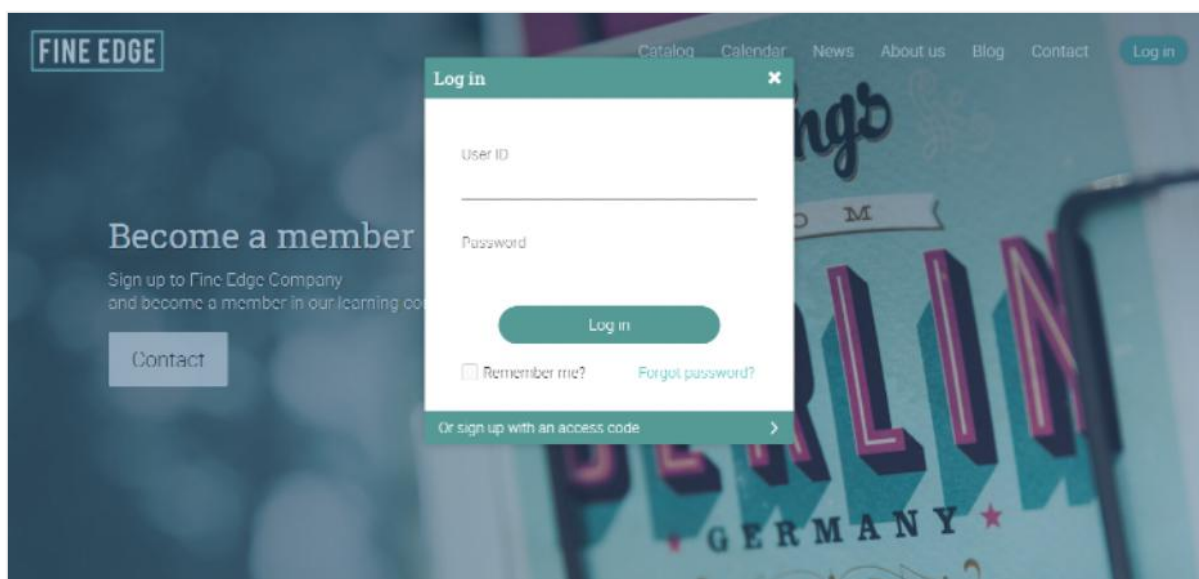
To create an account, go to Log in and click Sign up/ Sign up with an access code.
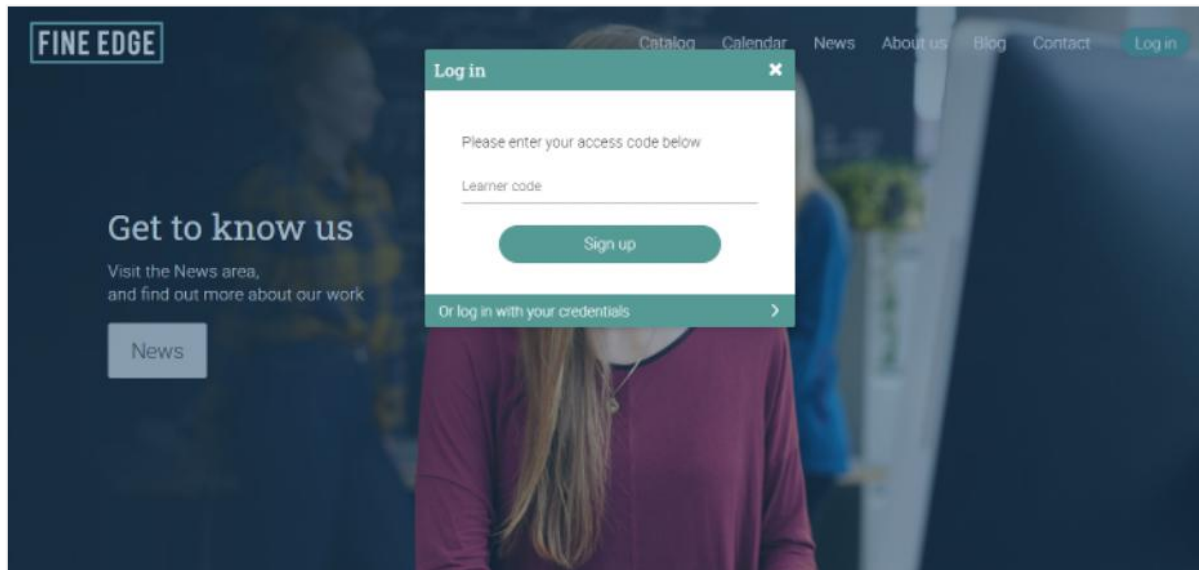
Enter the access code if required, then fill in your account details.

Navigating the platform

The learner dashboard is the first page you see when you log in to your account. Here you will find an overview of your courses and groups. You can also see your calendar, to-do list, announcements, and more.
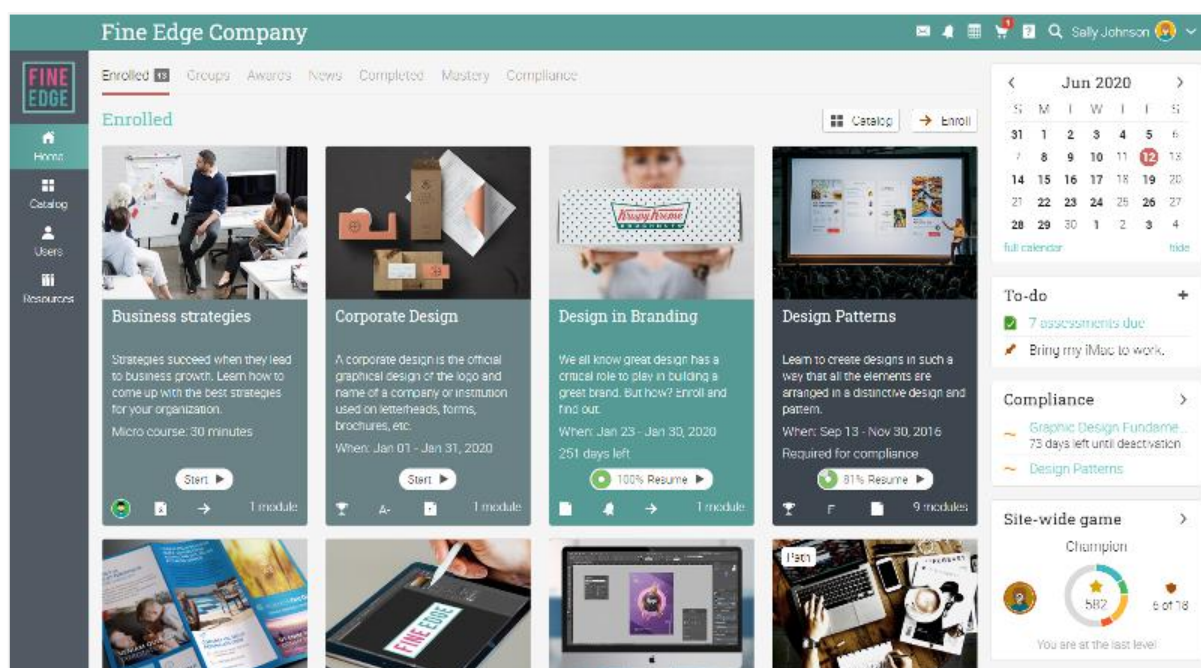
Left bar

The left bar displays tabs that allow you to quickly navigate to the main areas of the site, such as Home page, Catalog, Users and Resources.

The left bar allows you access to these tabs no matter where you are in the site. If you hover over a tab, a pop-up window will appear with the most important options for that area.
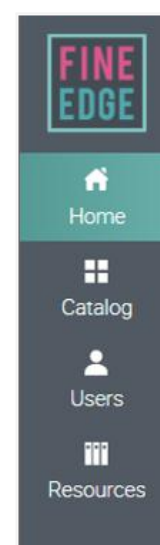
Top right bar

The top right bar displays icons which you can click to access your messages, notifications, calendar, help center, search and profile.


Right bar

In the right bar, you can find listed the following: games progress and leaderboards, calendar, to-do list, announcements, upcoming items, awards, and a list of any minimized windows. To see more details, just click on an item.
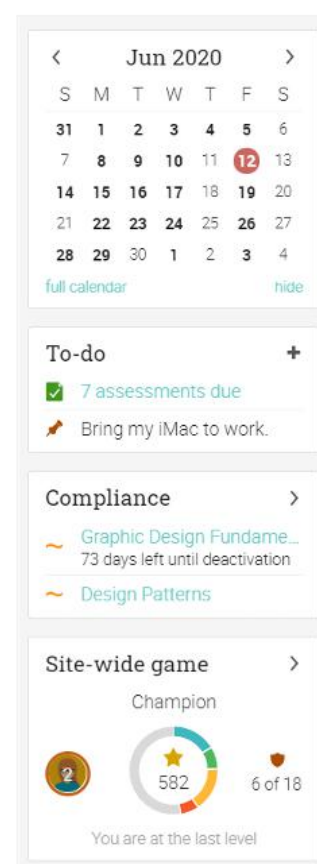
News feed

The home page news feed aggregates news items from your friends, courses, groups and company. By default, a news feed only shows the latest items. If you scroll down the page, it automatically shows more news items.
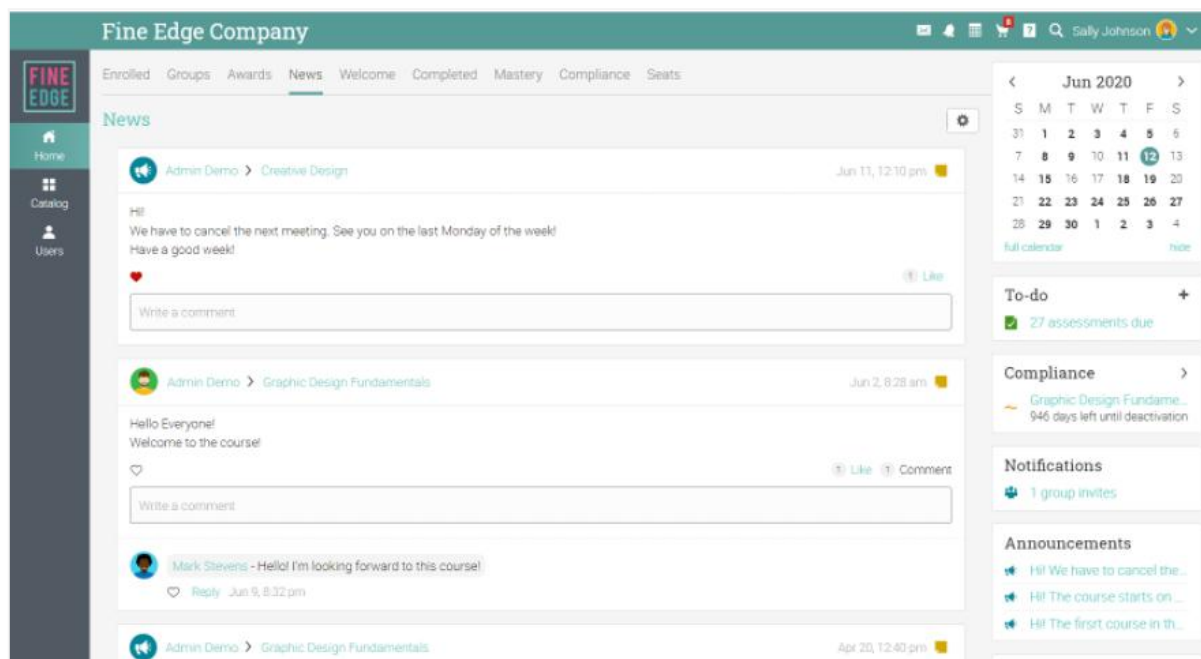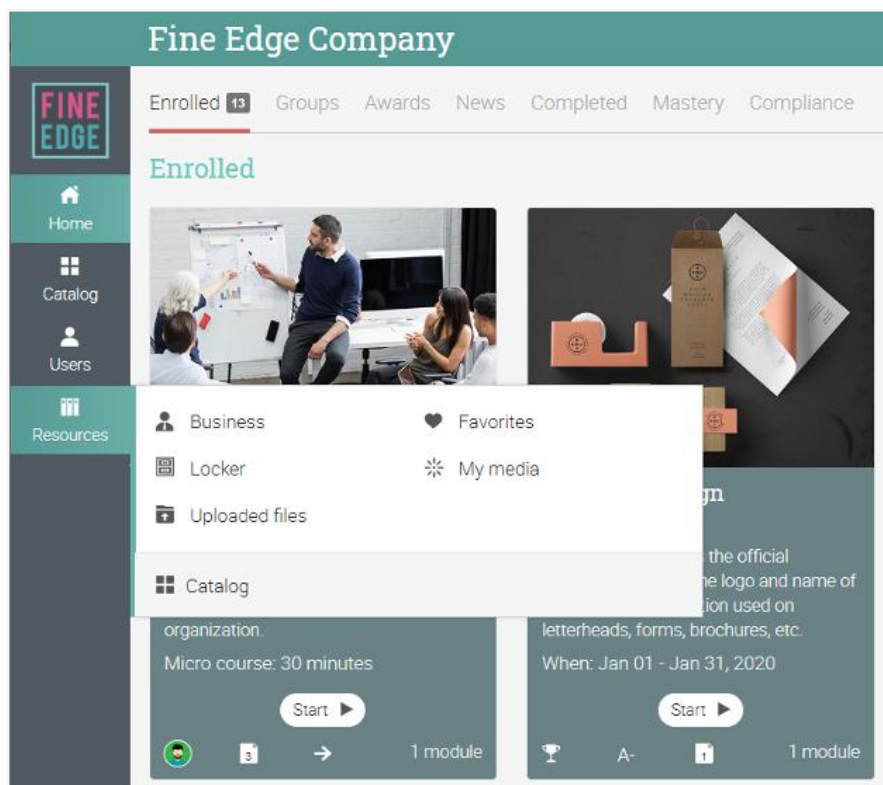

Users

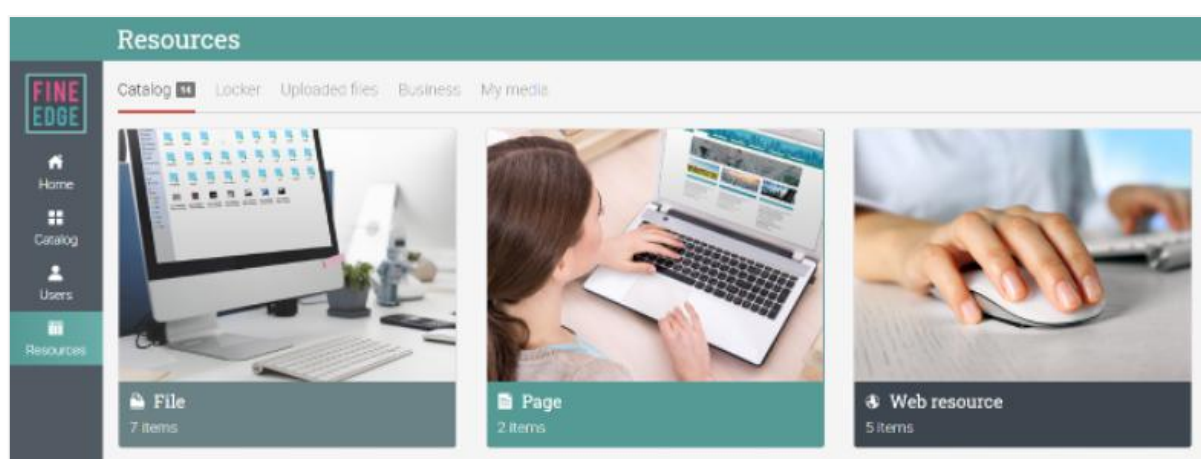The users catalog is where you can see your friends and instructors.

Resources

In the Resources area you can add all your learning resources such as files, pages, and web resources.


The Resources catalog is the place where you can organize all your files by category.

Help Center

We don't want you to encounter difficulties when first using the site. Access our Help Center by clicking the Help link. A pop-up box will open with options for choosing the searchable online help, getting started guides, learner help desk (if enabled by an administrator), and if the page that you're on has help content, a "Help for this page" option will also appear.
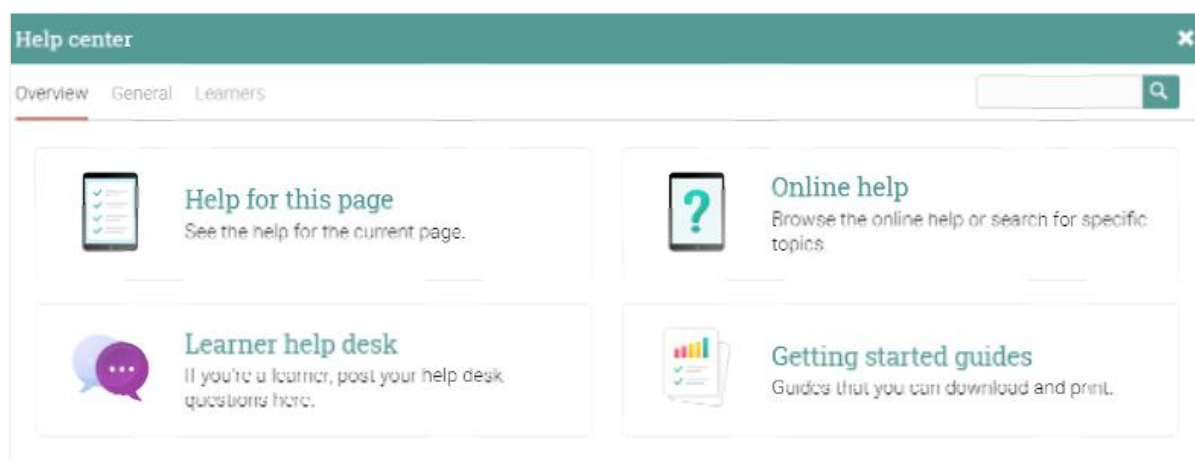
The searchable online help has topics organized by account type, it includes detailed instructions with screenshots for most of them, and because the Help Center is a pop-up, you can browse through the topics without having to leave your current page.
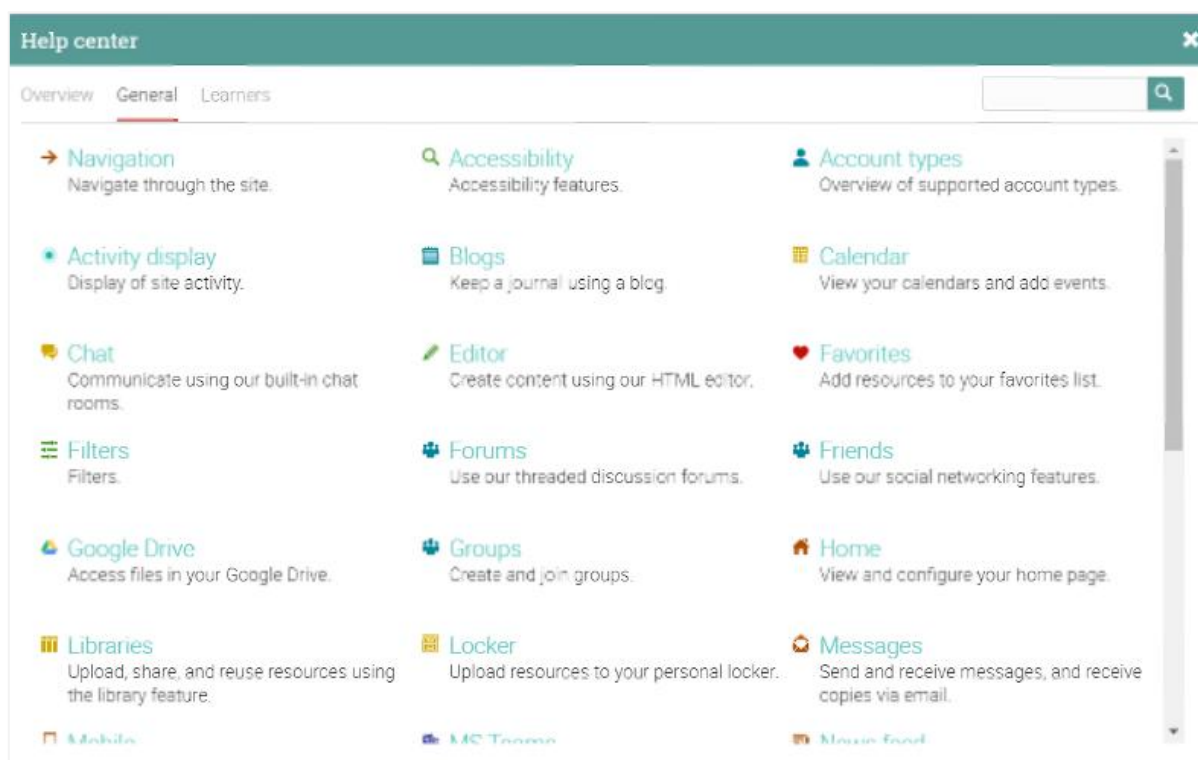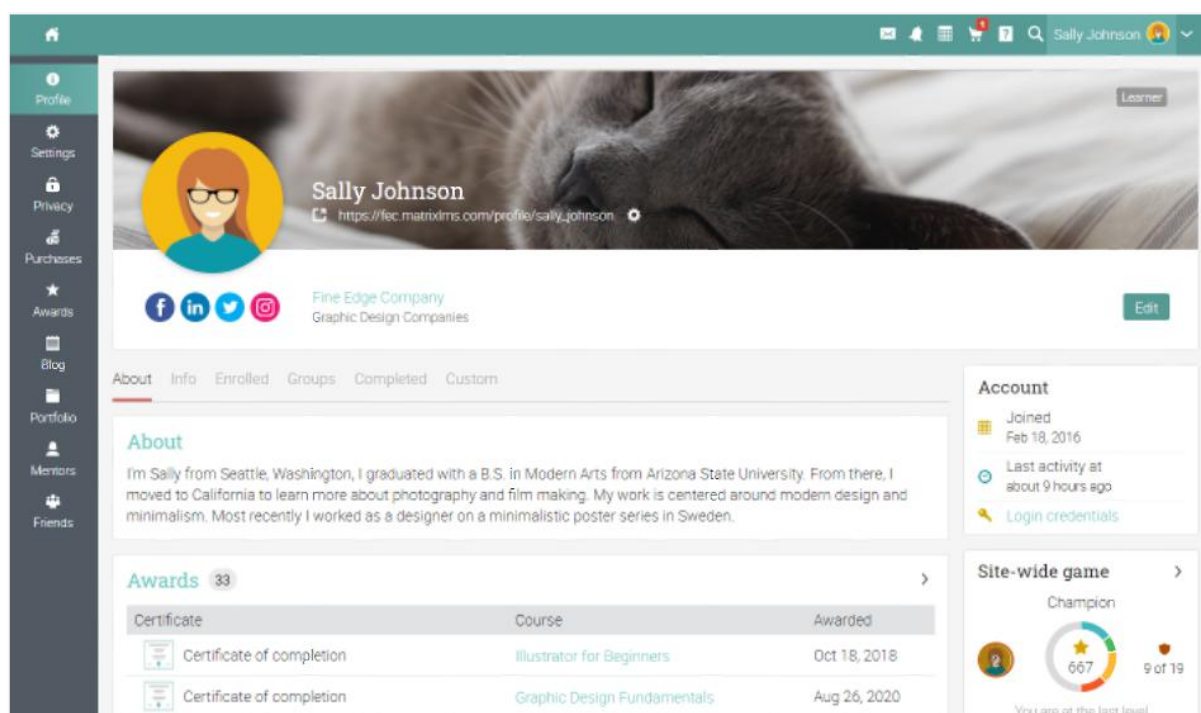
Profile

Your profile page contains your basic information, account details, friends, photos, awards, and more. The information that is visible depends on your account type and the platform's security settings.
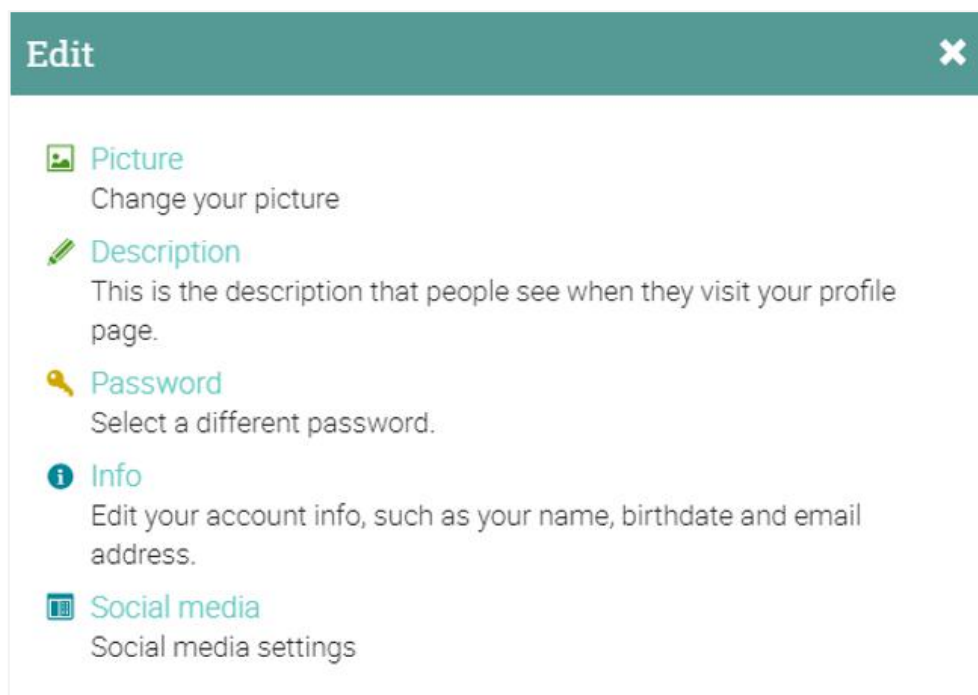
You can access your profile in the top right bar.

You will first see the Info tab. To edit your profile, click on the Edit button.

Here you can edit your profile picture, description, password, account info, and social media links.


In the Settings tab, you can enable/disable different options for your profile and how you appear to other platform users. Here you can also change your default language setting by choosing a language from the dropdown menu in the Miscellaneous section.
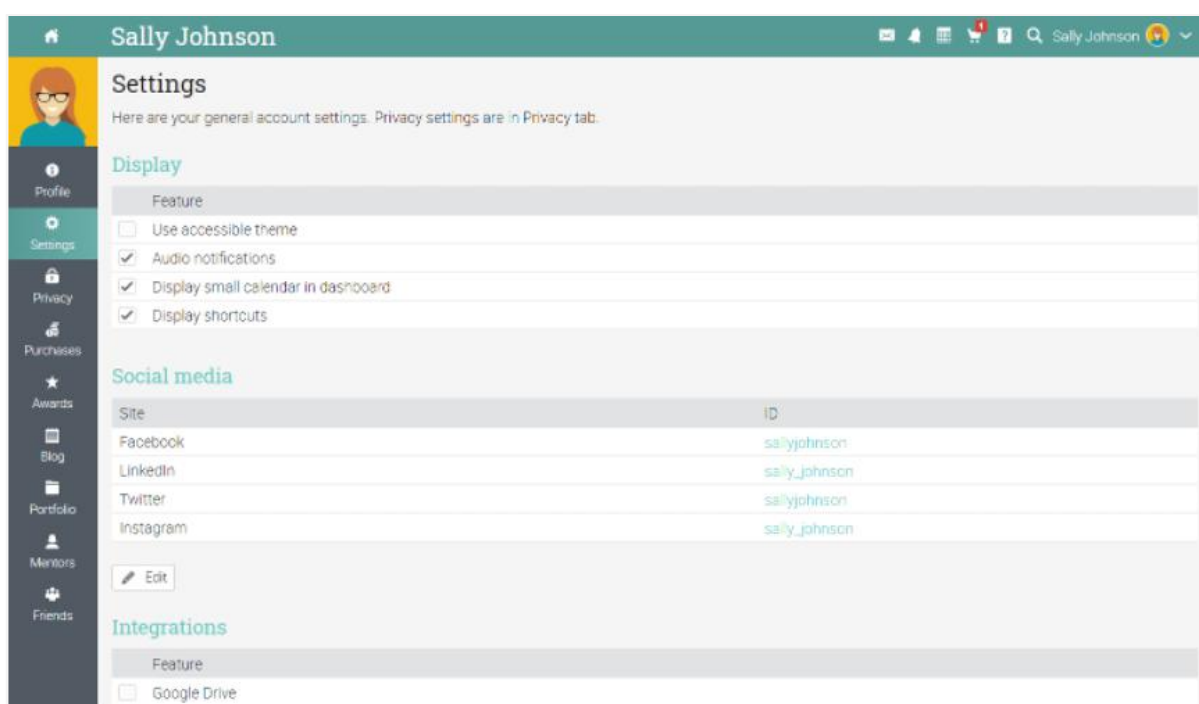
Example of a course

We would like you to get familiar with how a typical course looks like in CYPHER, how to browse a course, explore the main features, and have a look at modules and assessments.
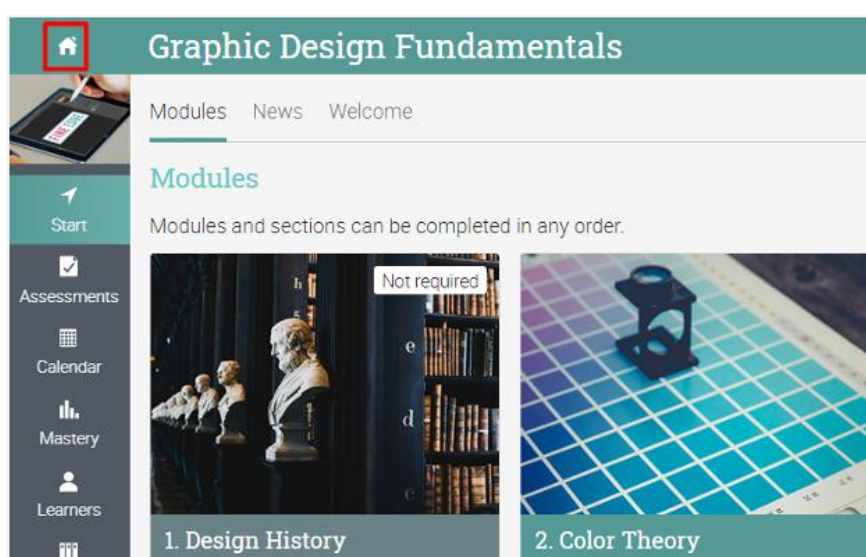
The default landing page of a course is the Modules area which provides an overview of the modules in a course. The left bar has tabs that give you direct access to the most important areas of the course. The right bar displays your progress through the modules, mastery, games progress, to-do list, announcements, and more.
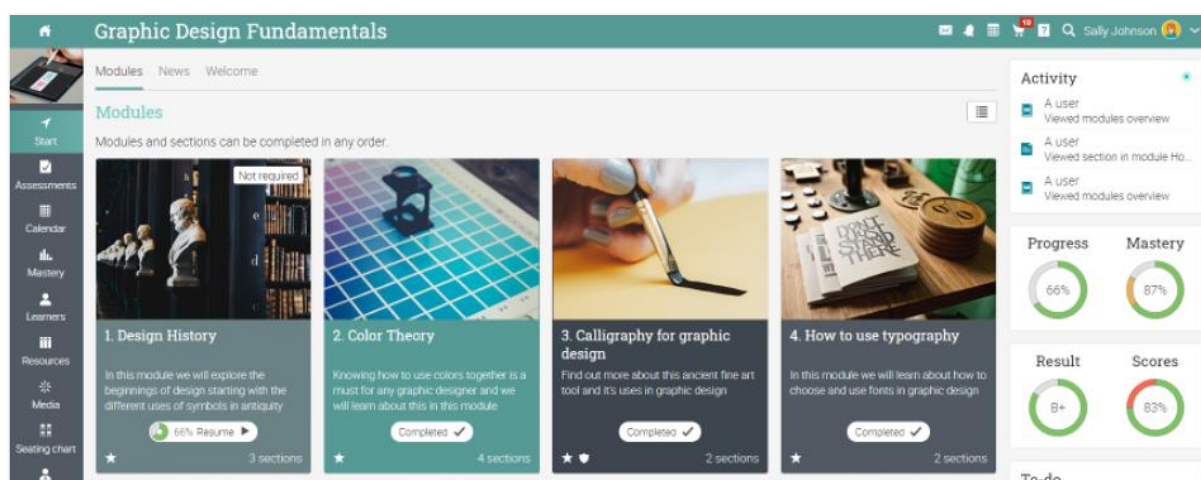
Let's go over each section.

Main left navigation

When you are in a course the main left bar of the platform is minimized. To go back to your home page, just click the Home icon in the top left.

Left bar

It's easy to access all the important course sections using the left bar:

The left bar displays tabs for the following areas:

- **Start** - From the Start tab, you can access important areas such as Modules, News, Groups, Calendar, and Welcome;
- **Assessments** - shows the course assessments;
- **Scores** - shows your assessment scores;
- **Mastery** - see your mastery rating for the competencies associated with the course;
- **Resources** - where the course resources are stored;
- **Learners** - lists all the learners in the course;
- **Instructors** - lists all the instructors in the course;
- **Media** - Shows Kaltura resources;
- **Games** - you can see an overview of all the course games, if this feature is enabled;
- **Forums** - each course has its own forums section for discussions between course members;
- **Teaching assistants** - lists all the teaching assistants in the course;
- **Attendance** - you can see your attendance records;
- **Notes** - instructors can leave notes for learners;
- **Chat** - members can exchange text messages in real time;
- **Wiki** - a collection of pages that more than one person can edit;
- **Blogs** - learners and instructors can share their online journals;
- **Portfolio** - here learners can store copies of valuable resources of the course;
- **Syllabus** - the syllabus provides an overview of the course.

News feed

To access the course news feed, go to Start and click the News tab. The news feed shows course announcements, posts from instructors and learners, posts about new assessments, modules, events, and more.

Right bar

In the right bar, you can find: your course progress and mastery, activity display, to-do list, announcements, upcoming events, games progress and leaderboard, enrollment status, a list of certificates that are awarded or required in the course, and a list of any minimized windows. Here you can also rate and review a course. To see more details, click on an item.
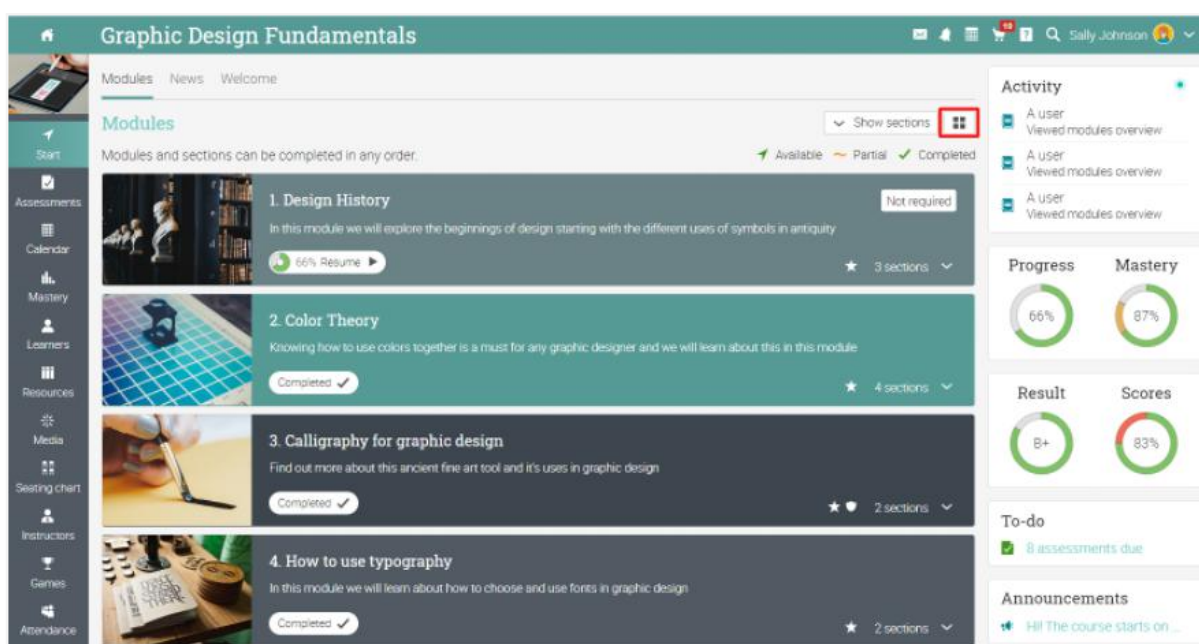
Modules

The Modules area of a course is where its primary content is located. To see the details for a module, click on its name.
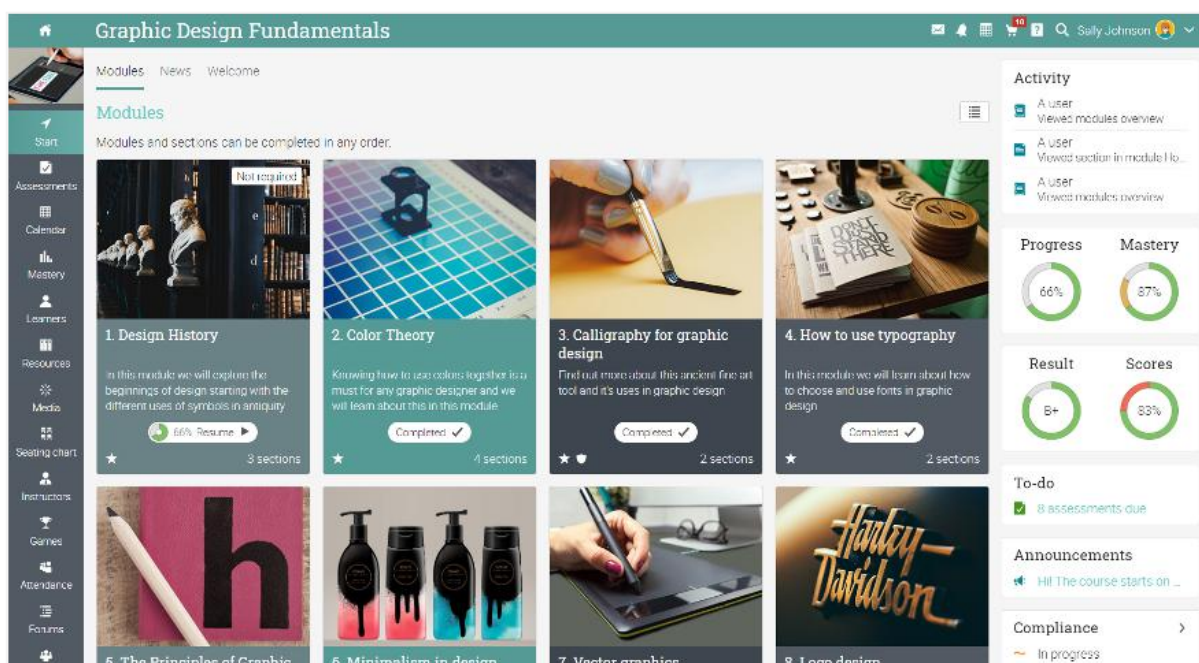
You can also switch from tiles to list view and back if this option is enabled by your platform administrator. The list view shows all sections from all modules.

The number of sections in each module is mentioned on its tile or if you click on a section. You can also see if the modules award badges and points and the completion status.

Modules are made of learning content such as content pages. Assessments can also be associated with each module. Here is what a content page looks like:

You can easily navigate through the class using the Previous and Next buttons.
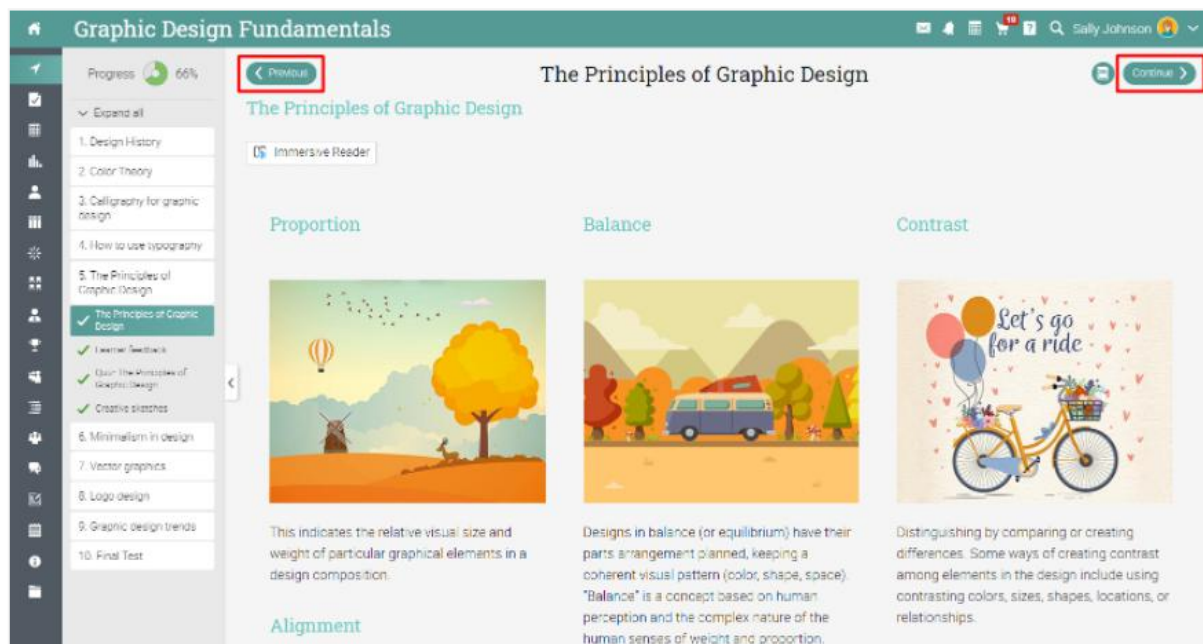
In the left bar, you can see your progress for each section of a module and the module itself.

Retry

Assessments that you have failed are marked with this icon.
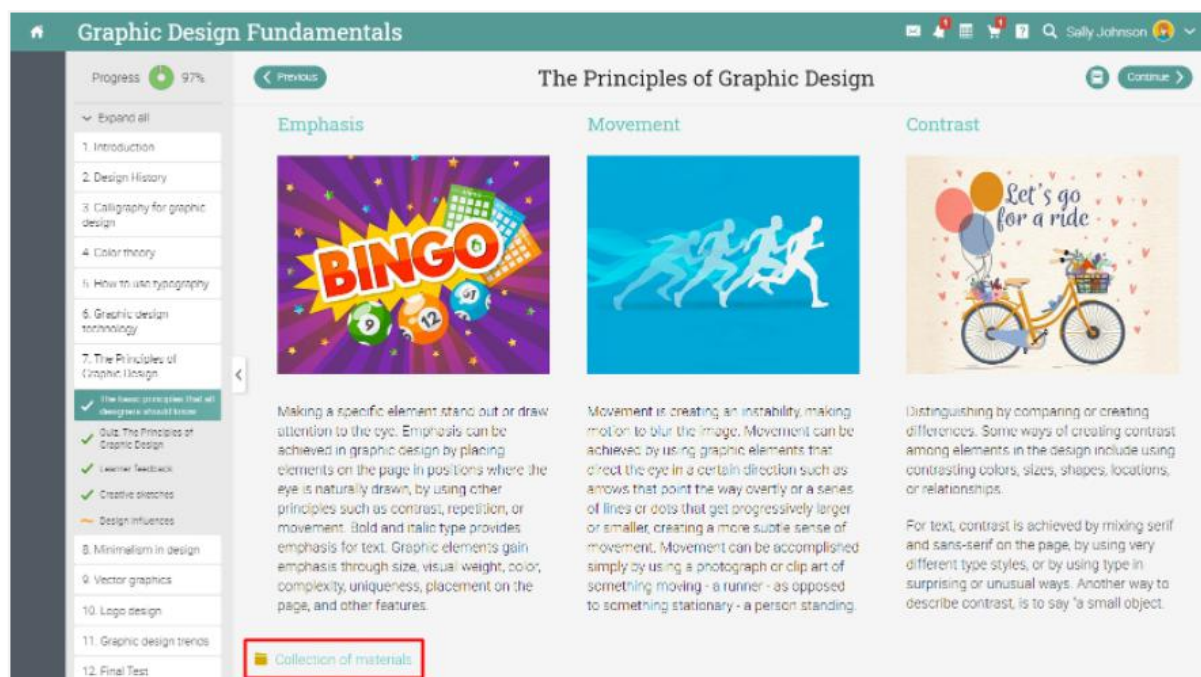

Incomplete

This shows you that a section has not been completed, and there are lessons or assessments to take.
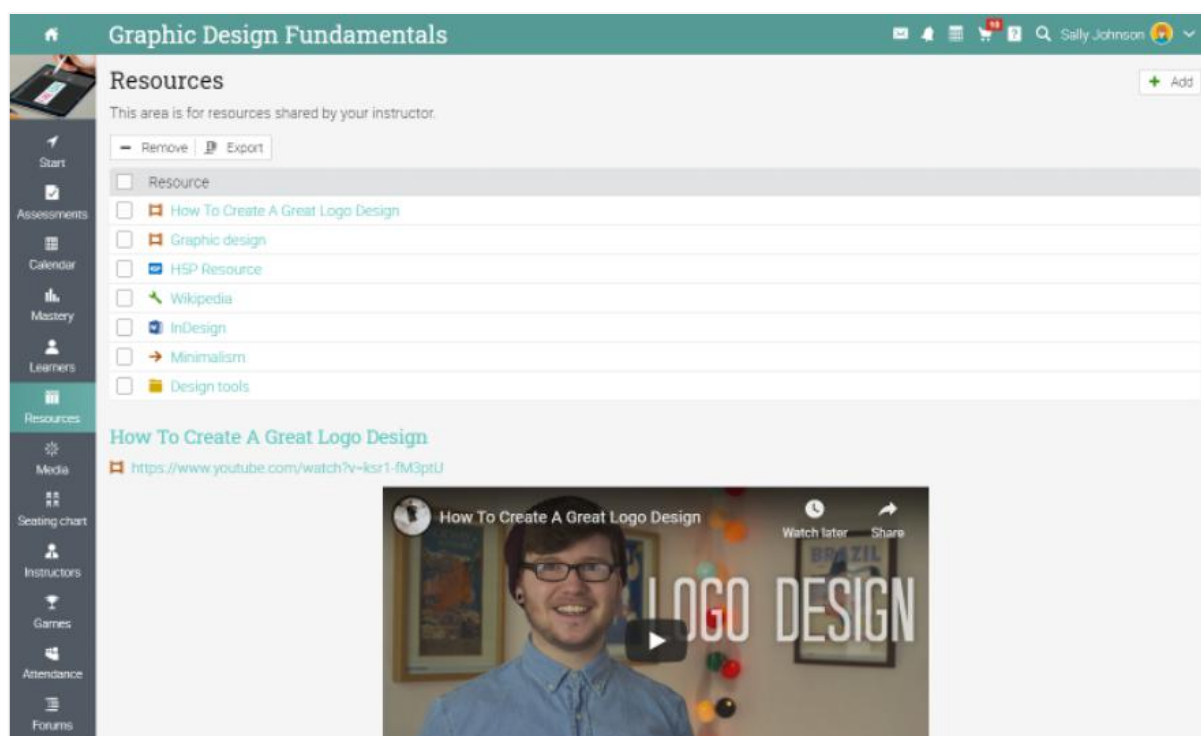

Complete

You can also see the lessons and assessments that you have completed

Each page can also have its own resources area, where instructors can add resources for the learners.
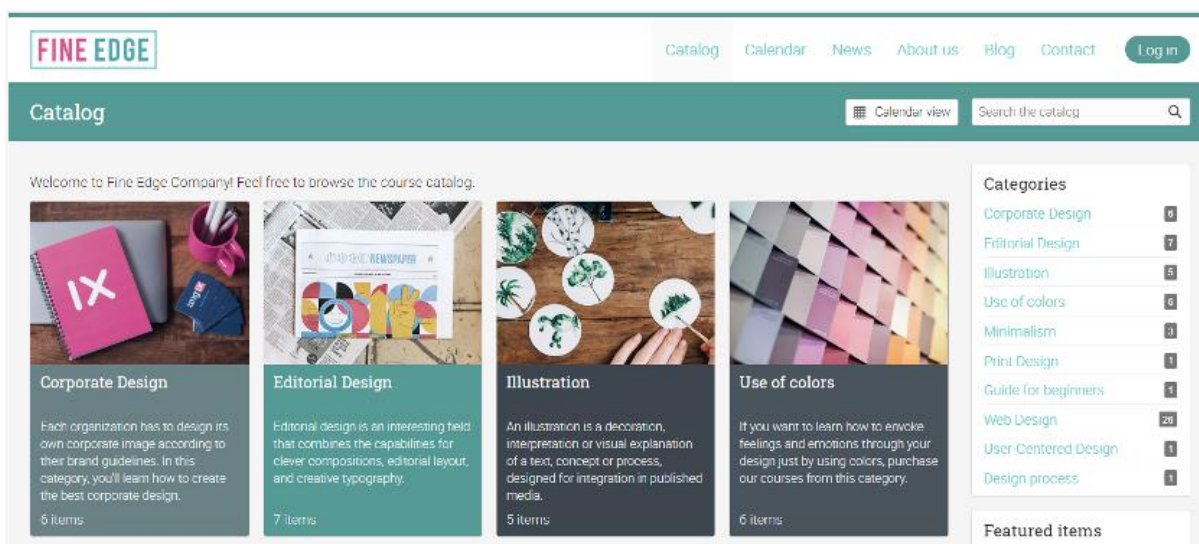

You can also see a list of course resources shared by your instructor in the Resources tab.
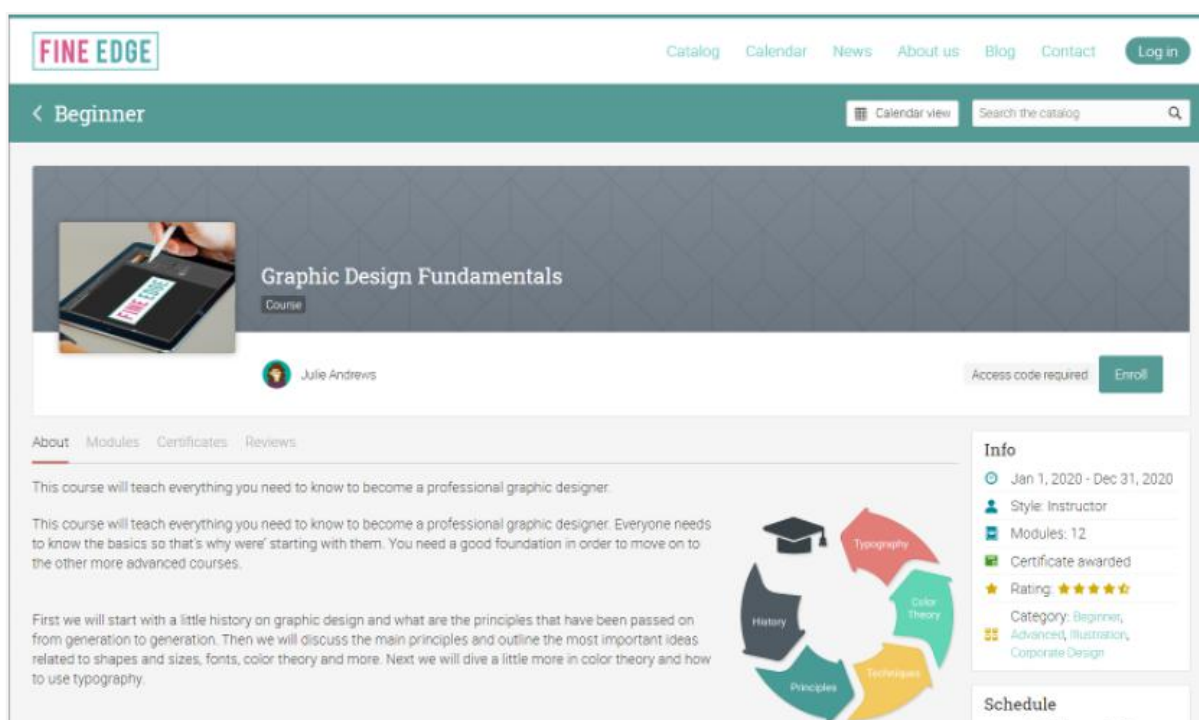
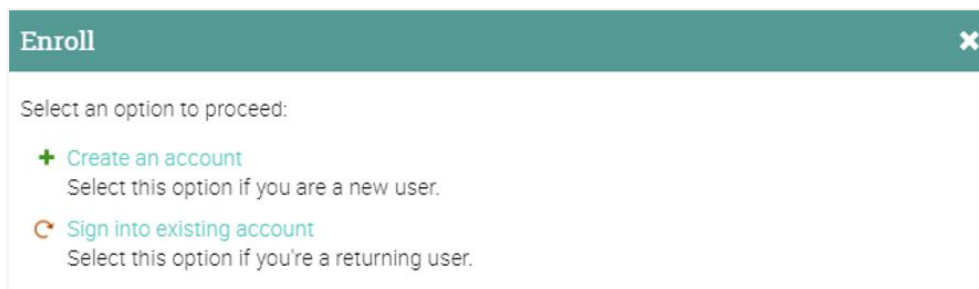# Enrolling in courses

Without a CYPHER account

If you don't have an account created on CYPHER, you can create one when enrolling in your first course.

From the visitor portal, browse the course catalog and select an item. To enroll in the course, enter its access code (if it has one) and click Enroll.
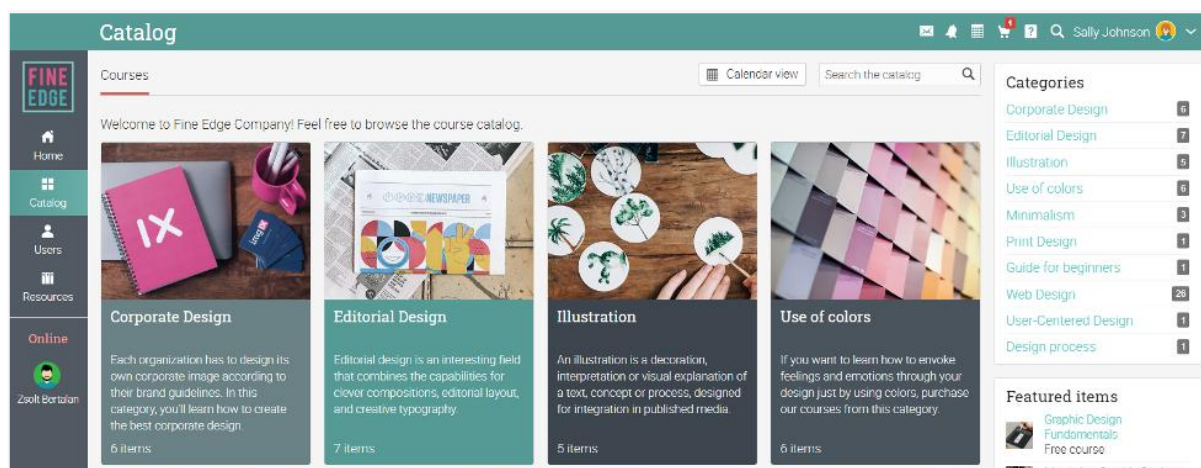
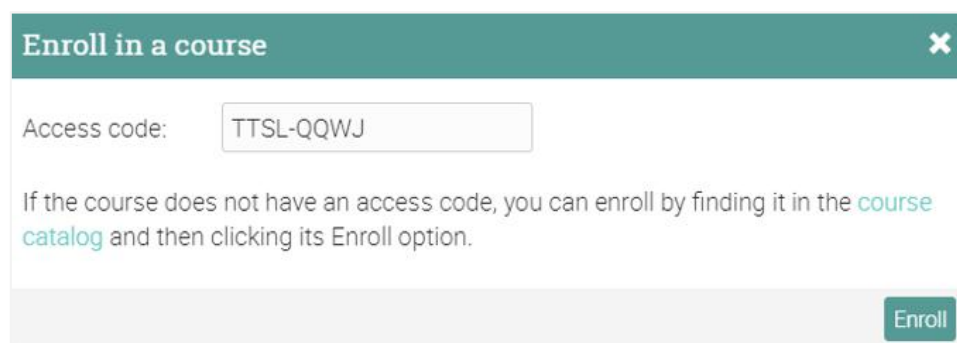Then click on Create account and fill in your account details.

With a CYPHER account

If you have a CYPHER account, you can simply visit the catalog from your home page and select the course.


Enter the access code if it has one.

Purchasing training items

Learners have the option of purchasing training items, whether it is an individual course, a bundle, digital media, or a subscription. You can also receive a coupon code for discounts from the portal administrator or instructors.

Purchase a course

A standalone course is an online course that is not part of any bundle or subscription.
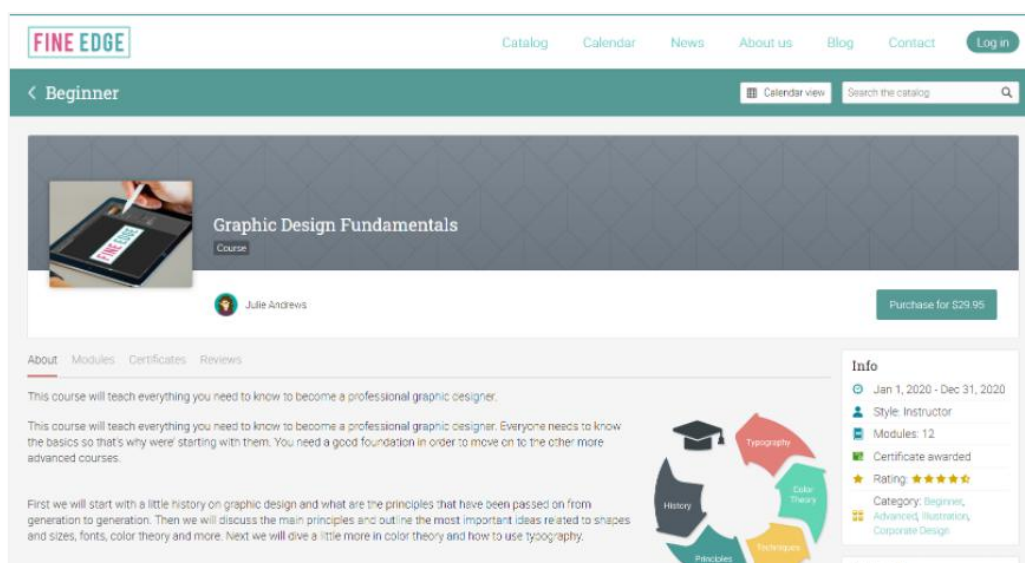

Click on the Purchase from the overview page of the course. If you don't have an account, you will need to create one before finishing the purchase. Please note that the checkout page might look different depending on how the site administrator has configured the portal.
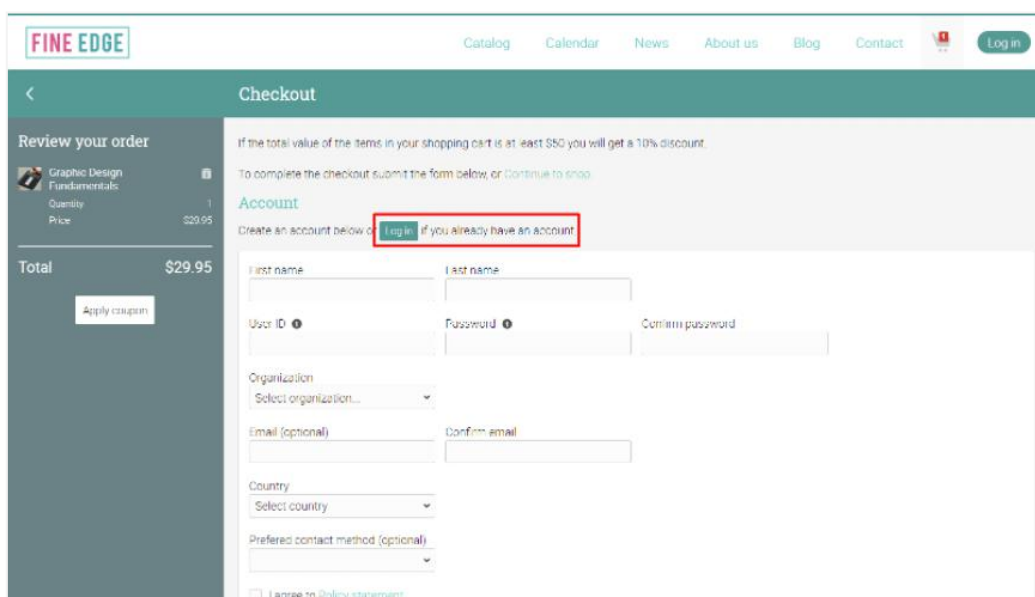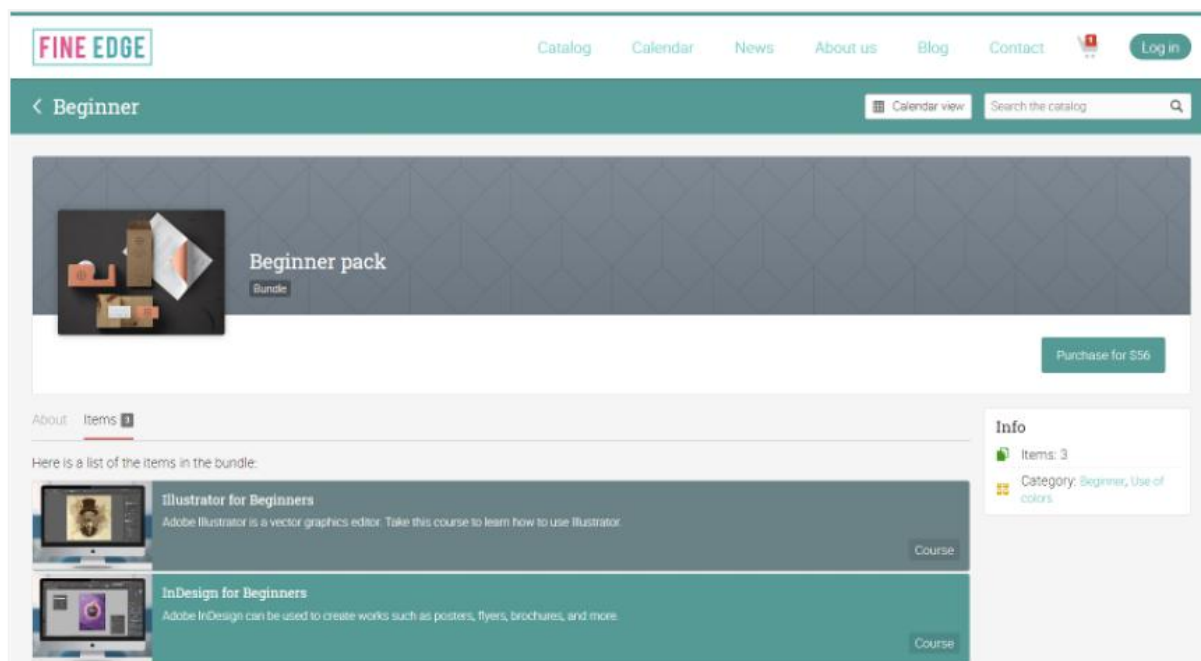
Digital media

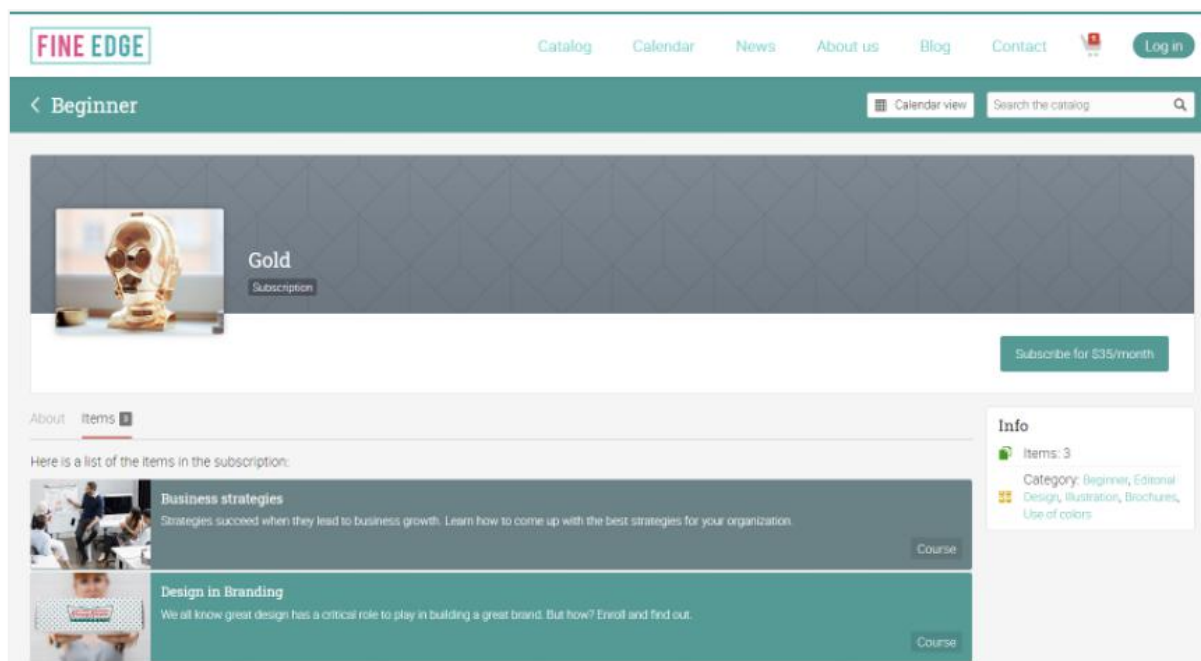You can also buy digital media, such as e-books, videos, documents, or other file types.
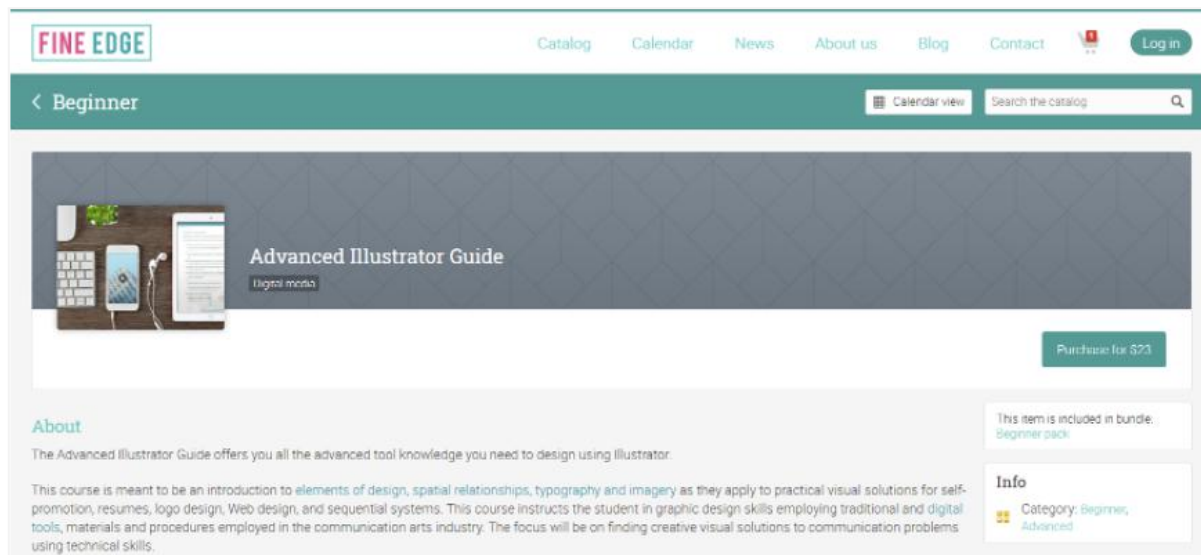
Course bundles

Course bundles are packages that can contain one or more courses, digital media, or a combination of items.

Subscription plans

You can also choose to purchase a monthly or yearly subscription to courses.

Assessments

To see a list of the assessments in a course, go to the Assessments tab in the left bar. An assessment can be associated with a module or a standalone task. If it is linked to a module, it counts towards module completion.
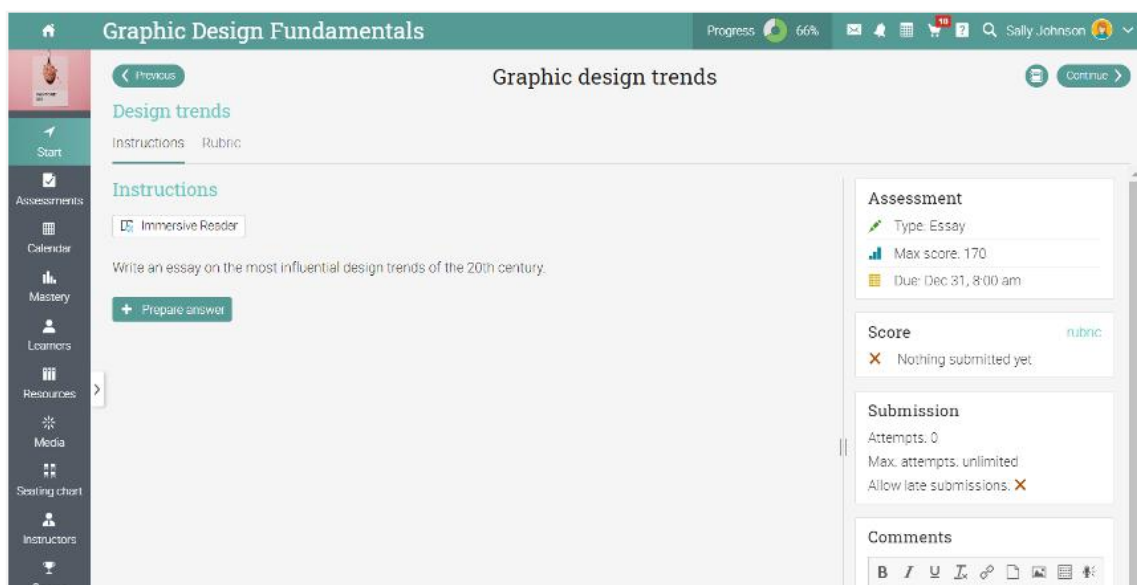
We support 16 different kinds of assessments:

- **Quiz** - a set of questions that you can answer online;
- **Essay** - submit an essay using the HTML editor and include unlimited attachments;
- **Offline** - a traditional assessment such as a paper-based test or reading a book. There is no online submission for this kind of assessment and the instructor is expected to enter the grades for each learner based on the results of the offline work;
- **Survey** - a set of questions that you can answer online;
- **Discussion** - earn points by participating in a single thread of discussions that is started by the instructor;
- **Debate** - add arguments for or against a proposition that is supplied by the instructor;
- **Team** - work together with other trainees and enter your joint submission. The instructor organizes the learners into teams and your team will get a private group;
- **Dropbox** - upload one or more files as your submission;
- **SCORM** - captures the results of a SCORM item;
- **Attendanc**e - awards points based on your attendance record;
- **Turnitin** - Turnitin assessments go through an originality check;
- **Custom LTI assessments** - integrates 3rd party LTI assessments;
- **Google Assignments** - if the integration is enabled, you can submit Google Assignments;
- **H5P assessments** - if the H5P integration is enabled, you can have H5P assessments.

To see the details for an assessment, click on its name. Here is for example of how an essay assessment looks like:

On the assessment page, you will find instructions for submitting the assessment, the maximum score that you can obtain, duration, submission, grade, answer, and more.

Submitting assessments

When you visit your dashboard or a course landing page, assessments that are due will appear in the to-do list. You can click on one item in the list to see more details or go directly to an assessment.
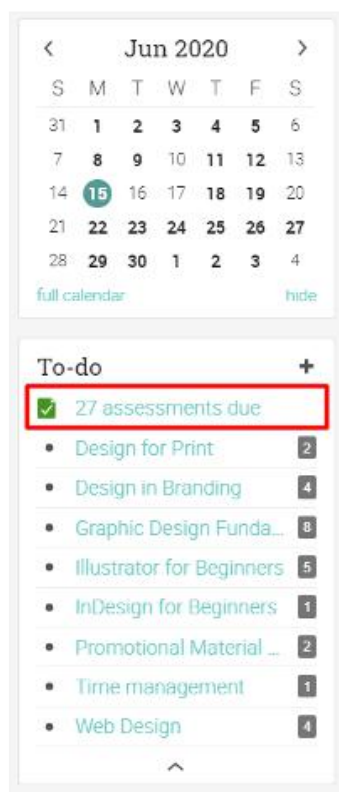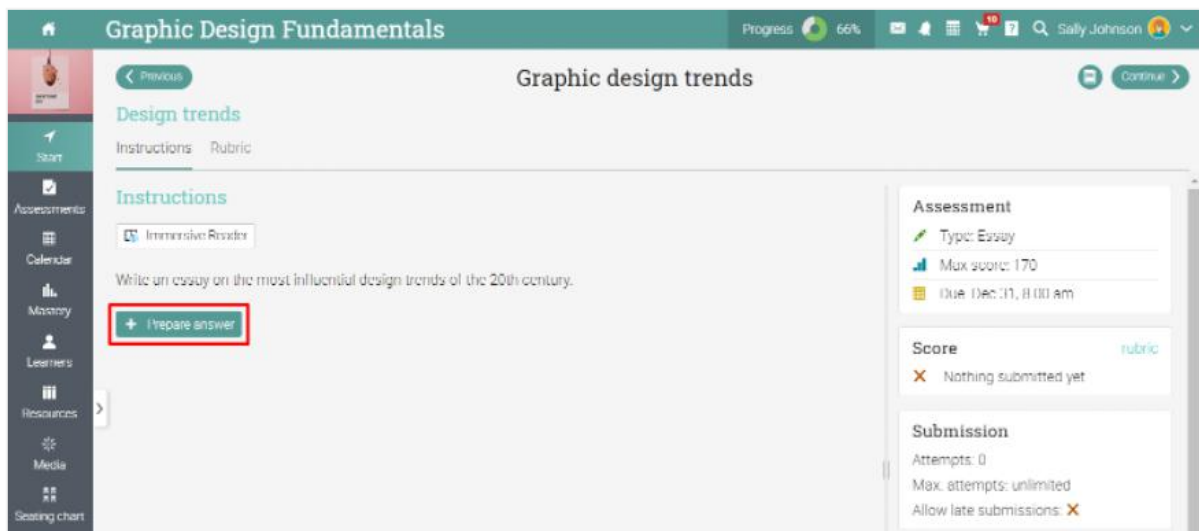

You can also see the assessments that are due by clicking the Assessments tab in a course. Assessments that have not yet been submitted don't have a check mark.

The submission method can depend on the type of assessment that you want to submit, and the options are:

Dropbox or Essay - first prepare an answer by clicking Prepare Answer:

These types of assessments give you the option to submit answers right away or save your work and submit later.
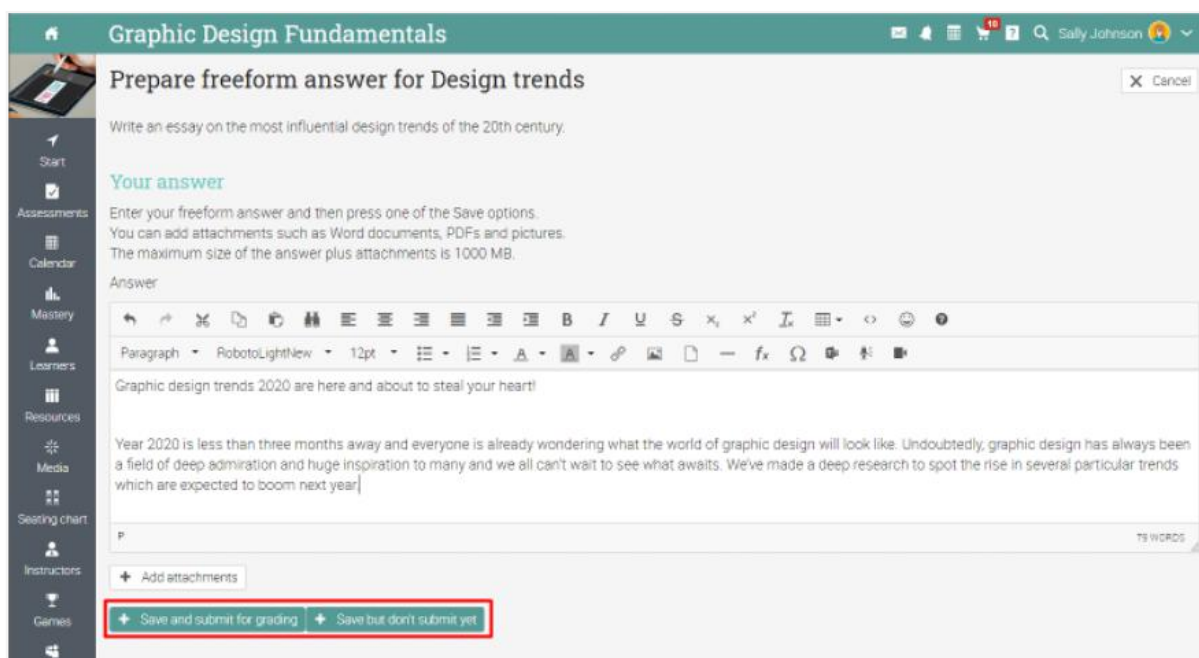
Quiz, SCORM quiz, or Survey - answer the questions by clicking Take quiz or Take survey, and then Finished once the quiz/survey is completed.
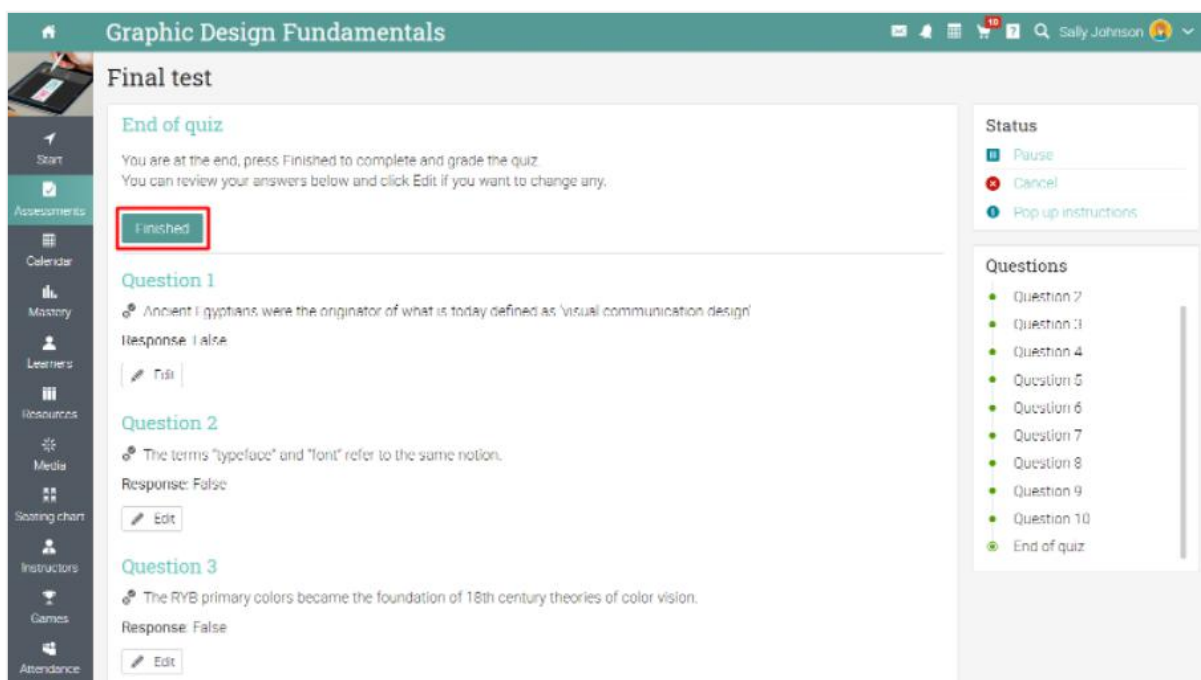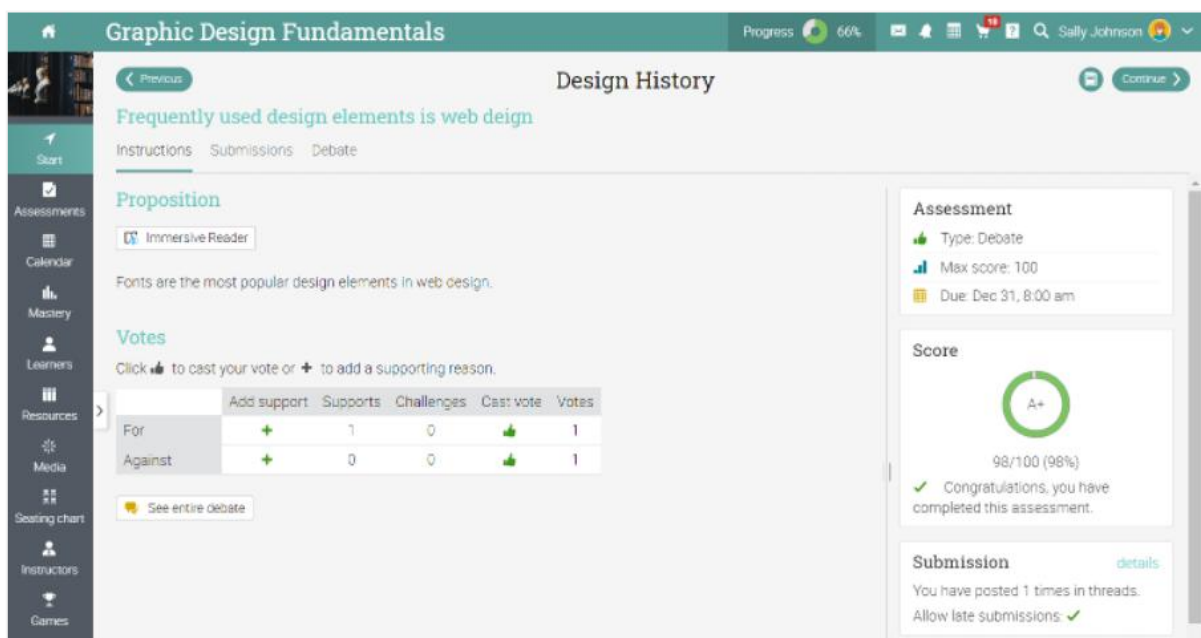

Debate or Discussion - participating in the discussion by posting an answer is considered a submission.

Attendance - the instructor awards points based on attendance records.

Offline - there is no online submission by learners for this type of assessment.

Turnitin - the submission is done on the Turnitin site.

Google Assignments - the submission is done on the Google Assignments site.

H5P assessment - the assessments are embedded and the submission is done via the LMS.

LTI custom assessments - the submission is done on the LTI assessment site.
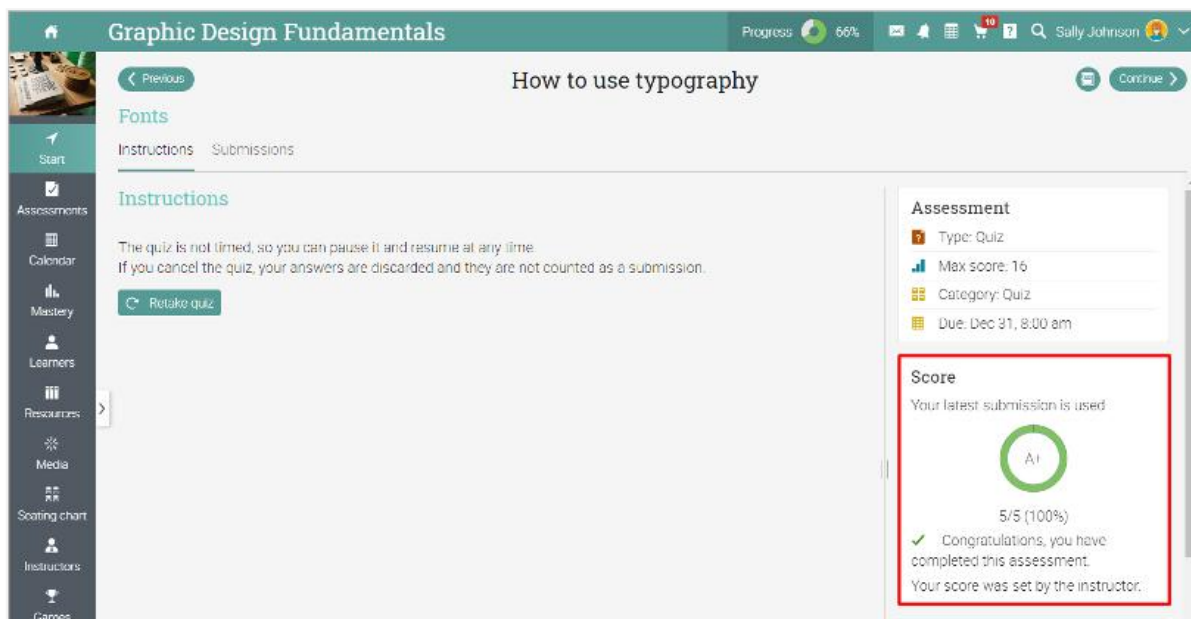
Viewing scores

Scores for individual assessments are displayed in the Assessments tab.

The score of an assessment is also displayed on the overview page.

You will usually receive notifications when an assessment is graded.

Compliance

Compliance is a useful feature for companies that do compliance training for their employees. It means that you can demonstrate training compliance and renew your training periodically, depending on what your company needs.

If you are enrolled in at least one course that is required for compliance, then your dashboard will include a box on the right that indicates your compliance status for each course.
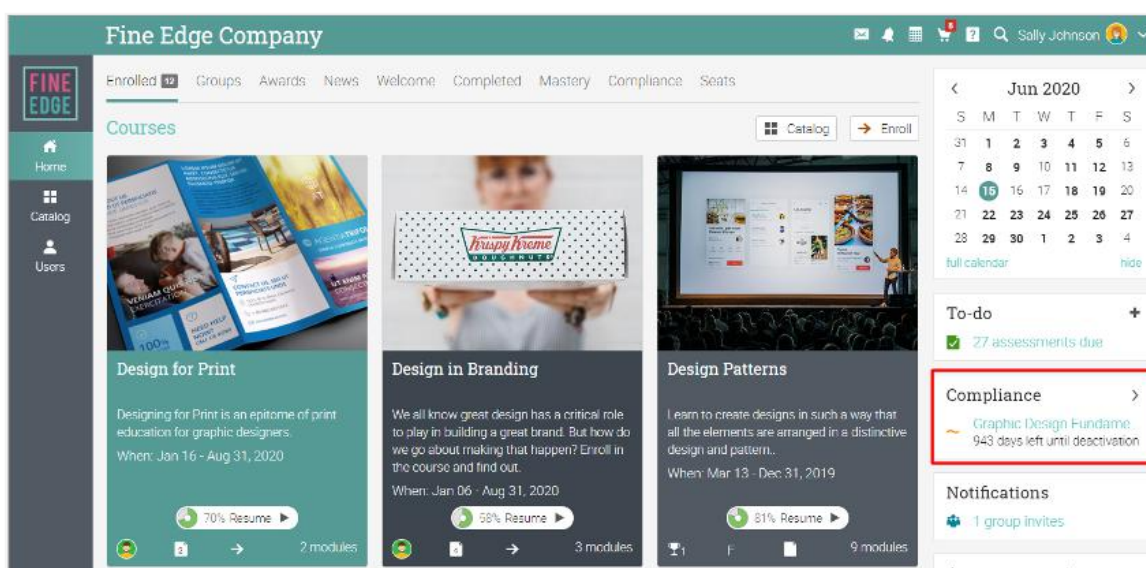
To see the compliance status in detail for each course, visit the Compliance area:

Learning paths

A learning path helps you achieve your learning goals. A learning path is a special kind of course that supports sections such as Course goals and Certificate goals. A course section is one that requires you to complete a specified course in order to complete that section. The certificate section is considered completed when you earn the certificate. You can also receive a certificate of completion once you have finished a path.
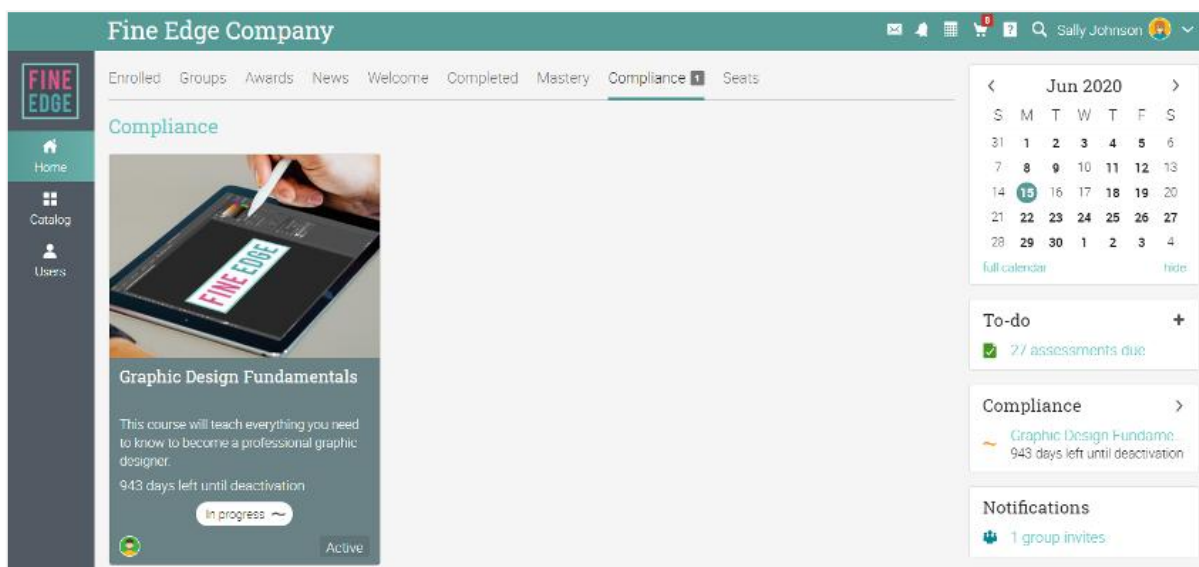
To enroll in a path, go to your home page and select Enroll then enter the access code if the path requires it. You can enroll directly from your course catalog if no access code is required.
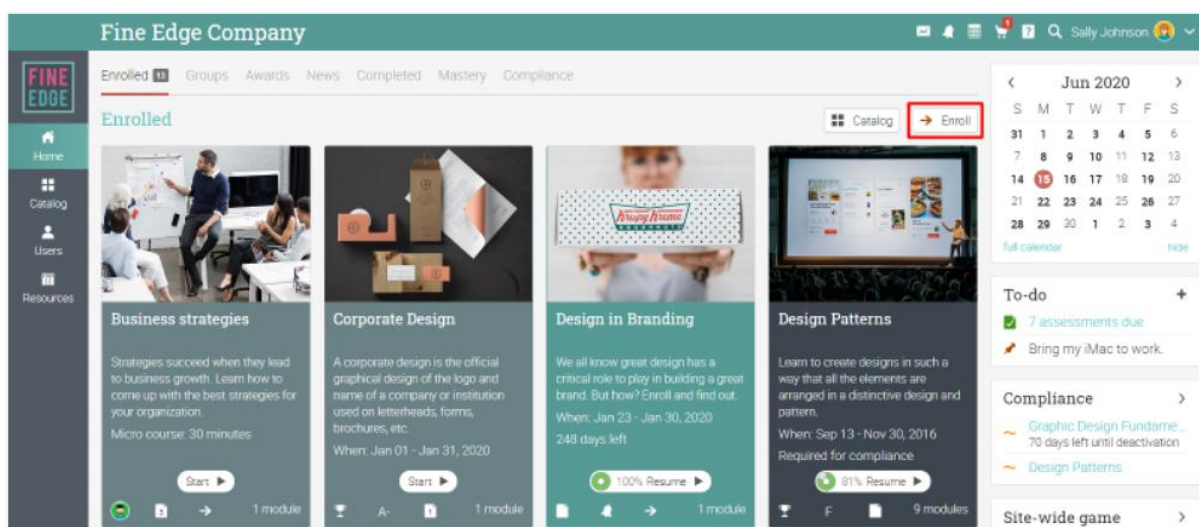
You will then be taken to the path's landing page. You can navigate using the left bar to the most important areas. You can also see your progress, games and announcements on the right side.

The main difference compared to a simple course is that here you will find course goals and certificate goals as sections. Please note that the goals can be completed sequentially, one at a time or ad hoc, depending on how the path has been configured by your instructor.
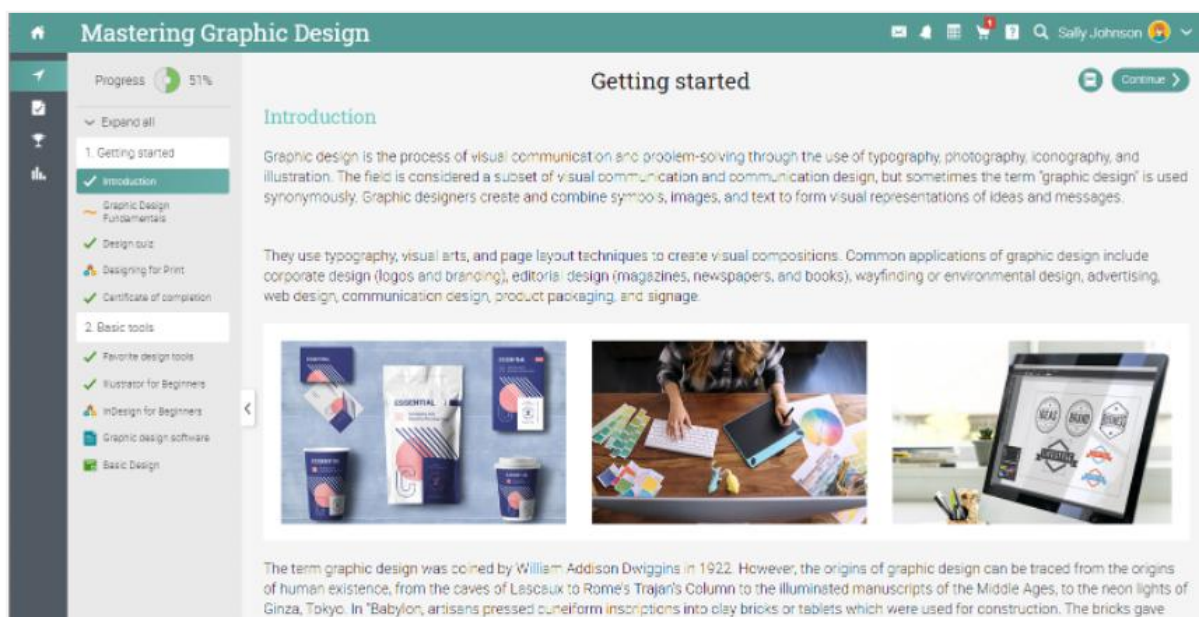
To start working on course goals, go to the course goal section and click Enroll. Note that if you are already enrolled in a course before you enrolled in the path, you would not have to enroll again. The existing course progress will be shown next to the class goal.
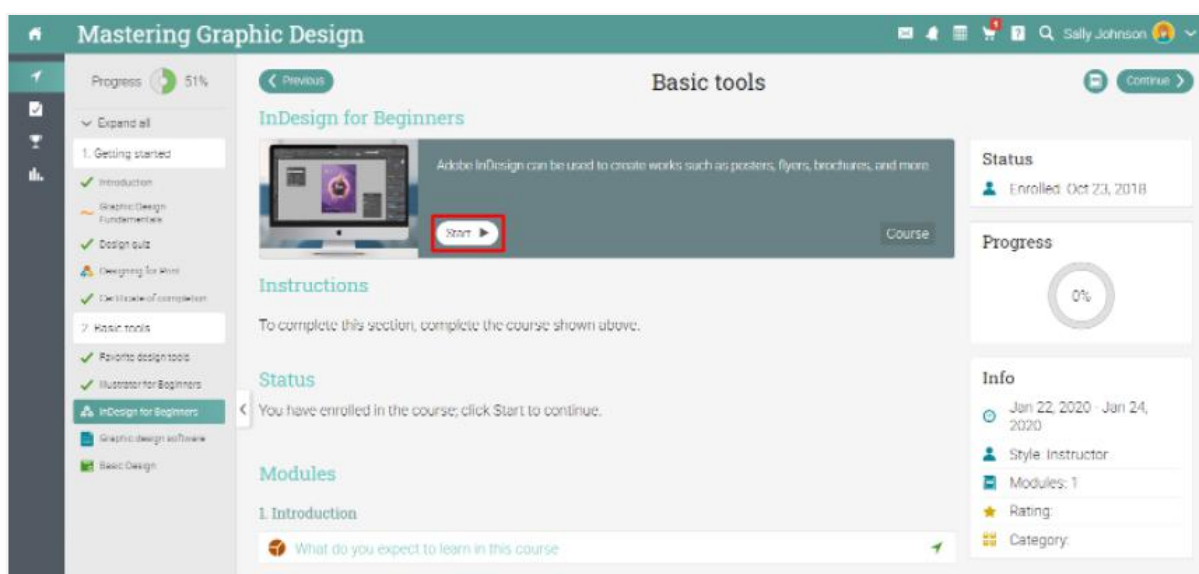
Notifications

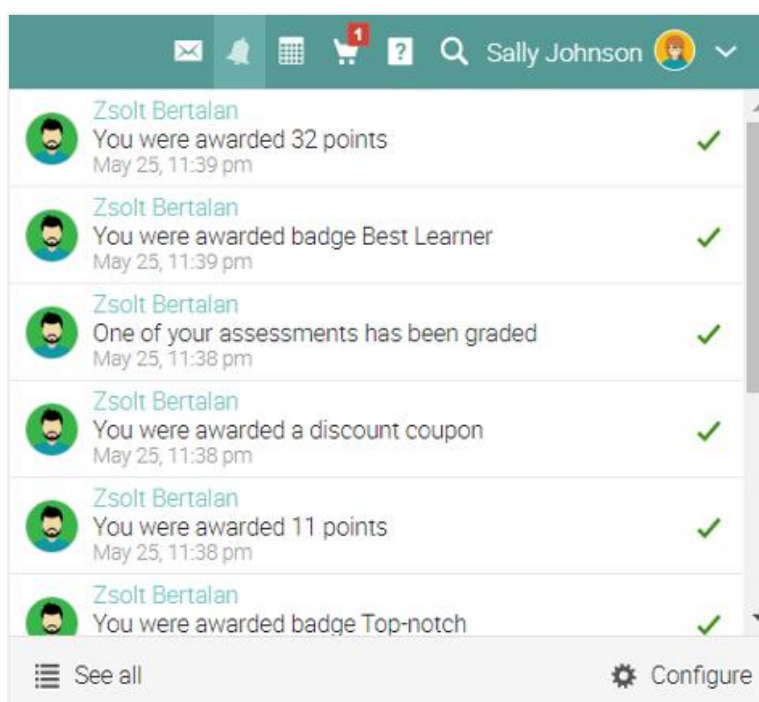To see your notifications, go to the notifications icon in the top right bar. A drop-down menu will appear that lists your most recent notifications. Notifications include course-related notifications, enrollments and assessment grading. If your course has games, you will receive a notification each time you earn points, a new badge or are awarded a certificate.

To select which notifications are automatically emailed to you, click the Configure option.
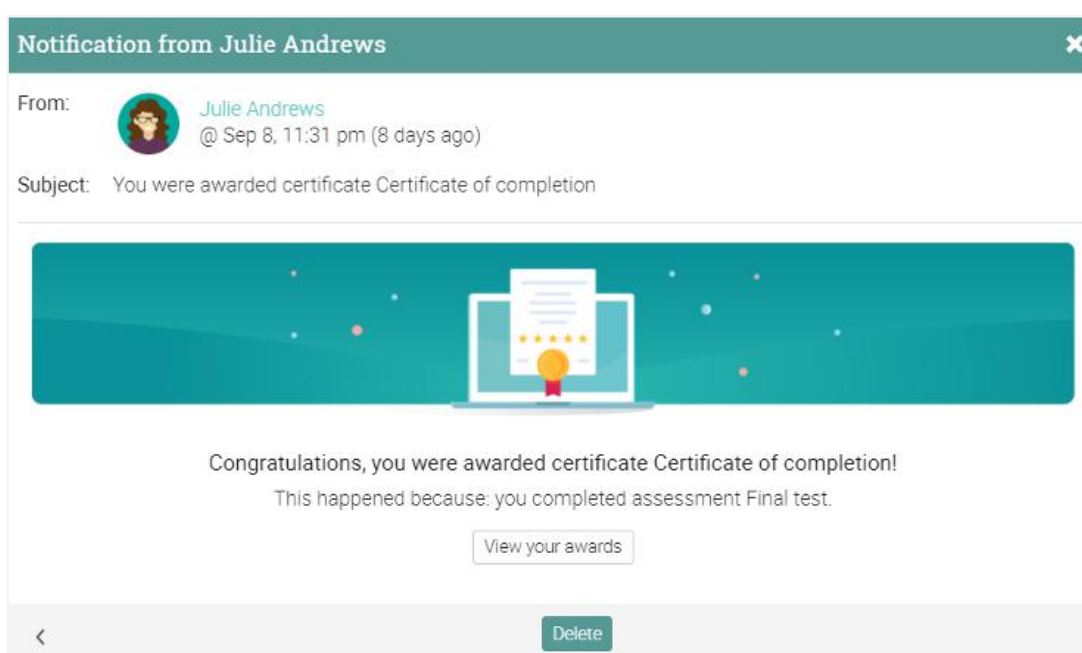
Communicating with users

Sending messages
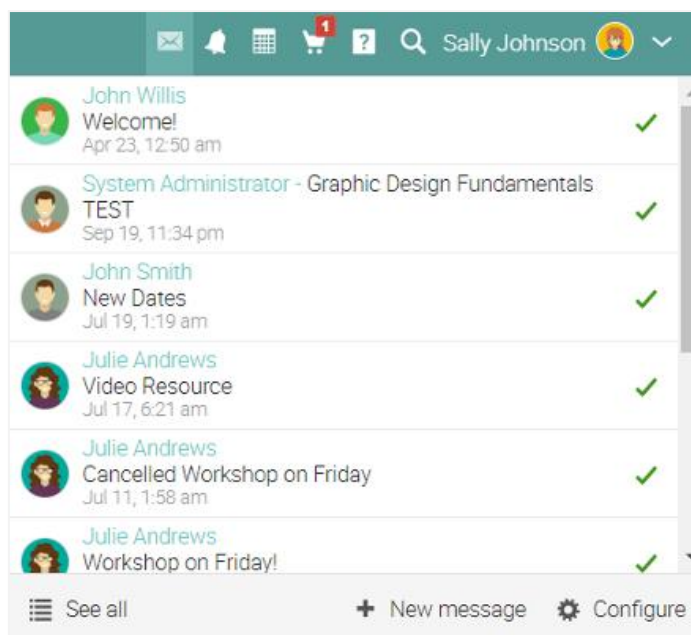
You can communicate with instructors and colleagues by using our messaging system. To see your inbox, click on the message icon in the top right bar. A drop-down menu will appear that lists the most recent messages.


To read a message, click on it. To reply to a message, click Reply, enter your response and click Send. To delete a message, click Delete.

To send a message to someone, hover over their name. Links to users appear in most places on the site such as a list of learners, instructors, profile pages and forums. Then click Send Message, enter your message and Send.
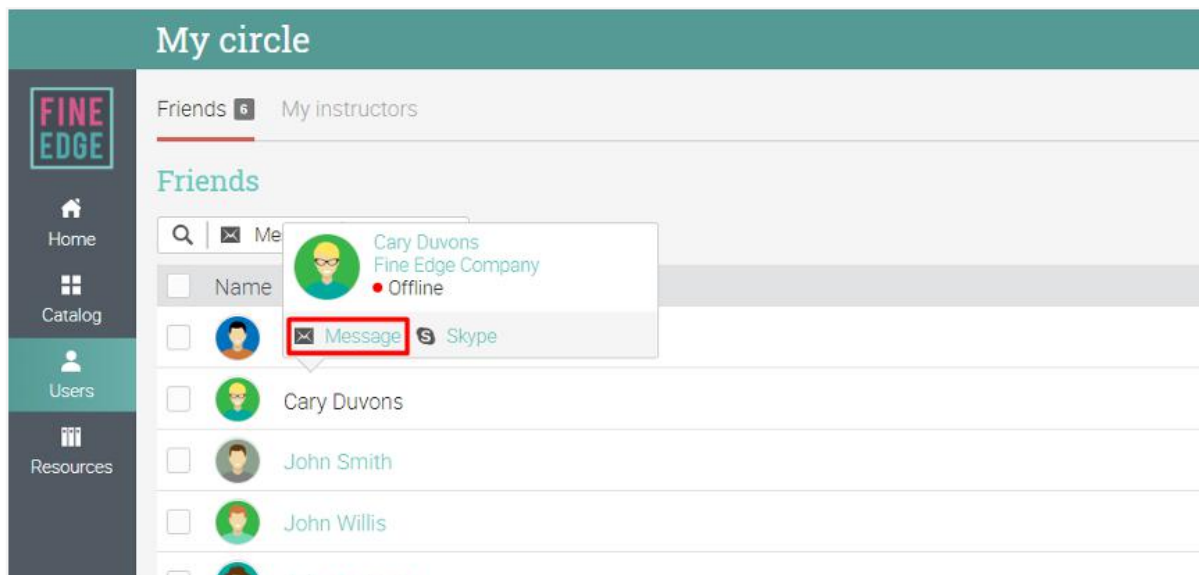

To send a message to multiple users at once, select the users from a list, then click Message.
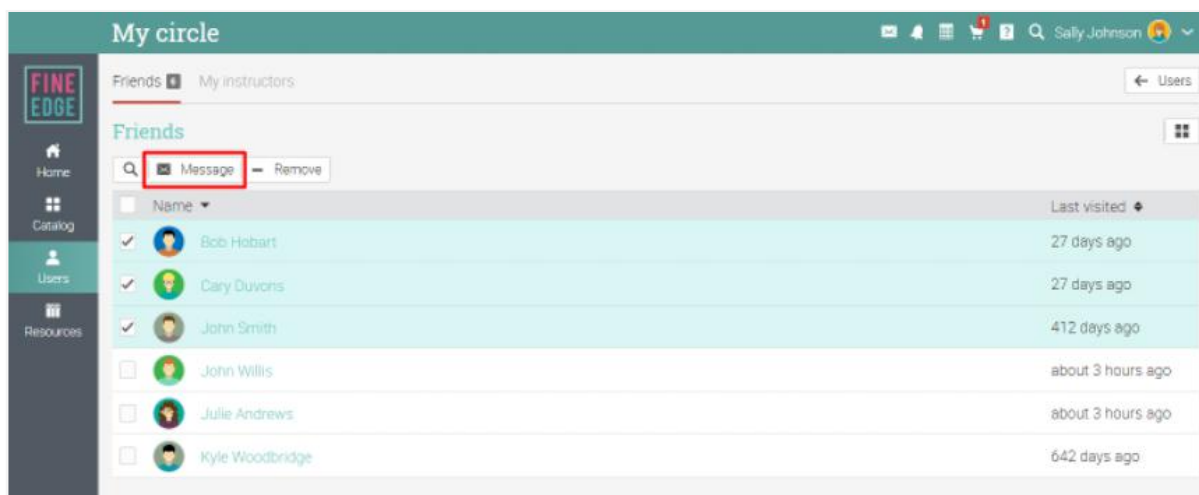
You can also view users by selecting the tile view from the top right corner. In this case you can select multiple users and send them a message by clicking the Message button.

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Adding friends

You can connect with other users as friends to message and exchange resources. To add a friend, go to a user's profile and click the Add friend button. You will receive a message when the user has accepted your friend request.
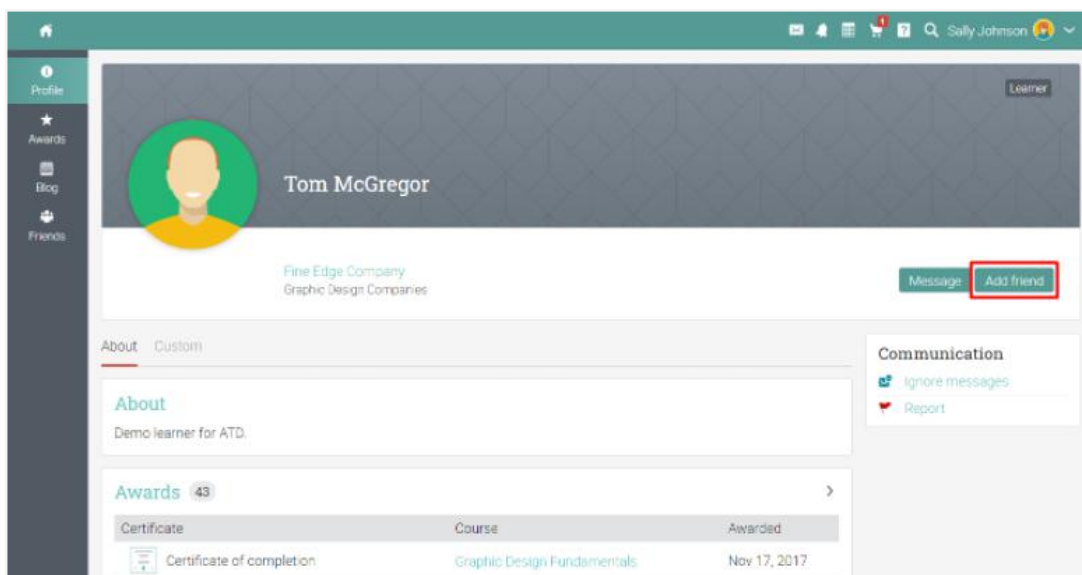
Chatting with users

If a user is online, you can chat with him or her directly from the platform. Chat links also appear on users' profile pages and user lists.
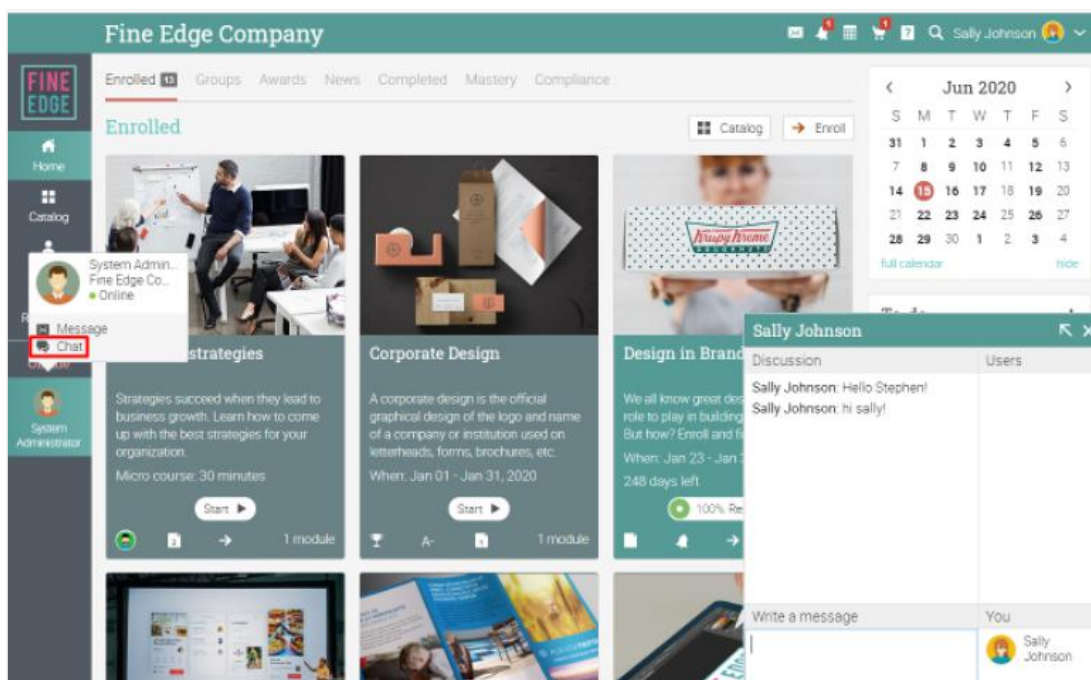
Summary

The Getting Started Guide for Learners provided the basic information that learners need when they first start using CYPHER. Some topics we covered were: navigating in CYPHER, using the Help Center, the layout of an example course, viewing modules and assessments, submitting assessments, enrolling in courses and communicating with users.

If you have any additional questions, please browse the Help Center.

www.cypherlearning.com