

2017 SKO On Demand

Training Help

Many issues can be resolved by making sure your browser properties are up-to-date. This simple tool checks to ensure all properties and plug-ins are current. As a reminder, you should only use Internet Explorer (on Windows) and Windows OS parallel (on a Mac) to take the training.

Browser Hawk Link:

https://techlearningfiles.intelsecurity.com/sumtotal/bh/ST201302_emp.htm

Contact Customer Service

We're here to help! Click the Send an email button to contact us. A representative will reply as soon as possible.

Email: mbsalestraining@intel.com

Frequently Asked Questions

What is the recommended browser and OS for the best online learning experience?

What is the deadline to complete this training?

I have a question and need to know when someone will get back to me.

How do I get to my training?

How do I register?

Is the prework required?

I have low internet bandwidth, and the video is choppy. Is there an alternative?

How do I download a video?

Why can't I access the Final Challenge?

Technical

I logged in for the first time, and my Challenge 3 was already completed!

I was able to launch the course, but I'm not able to see any videos.

The videos are skipping or repeating on playback.

Forecasting and Pipeline Opportunities - the video does not provide a download link.

Should I be seeing this dialog box after I complete the game?

I'm trying to complete my course, but after I watch a video, my course disappears.

I completed the Final Challenge. How long until I receive the email confirmation?

Management Reporting

Where do I go to see reports?

What is the Team Status Report?

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How do I export a report?

What is an Organizational Report?

How do I access the Organizational Report?

Can I see reports even if I do not have any direct reports?

My report is not running properly. What do I do?

I am not seeing all of my direct reports in the report. Why?

I am seeing people assigned to me in the reports who are not on my team.

Common Questions



This training performs best when using Internet Explorer.



If you are using a Mac, please click the Windows Parallel icon to access this training from a Windows environment.

What is the deadline to complete this training?

You have to Monday, January 23, 10:00 am Central Standard Time to complete this training.

I have a question and need to know when someone will get back to me.

The support team is available through email contact during the following times:

Tier 1 support hours-

- NA Tier 1 Support – 9am – 5pm CST
- MIC Tier 1 Support– 8:30pm – 4:30am CST

How do I get to my training?

Go to the [Training Tab on the Sales Portal](#), then click the “**SKO On-Demand Training**” link.

Make sure link is correct

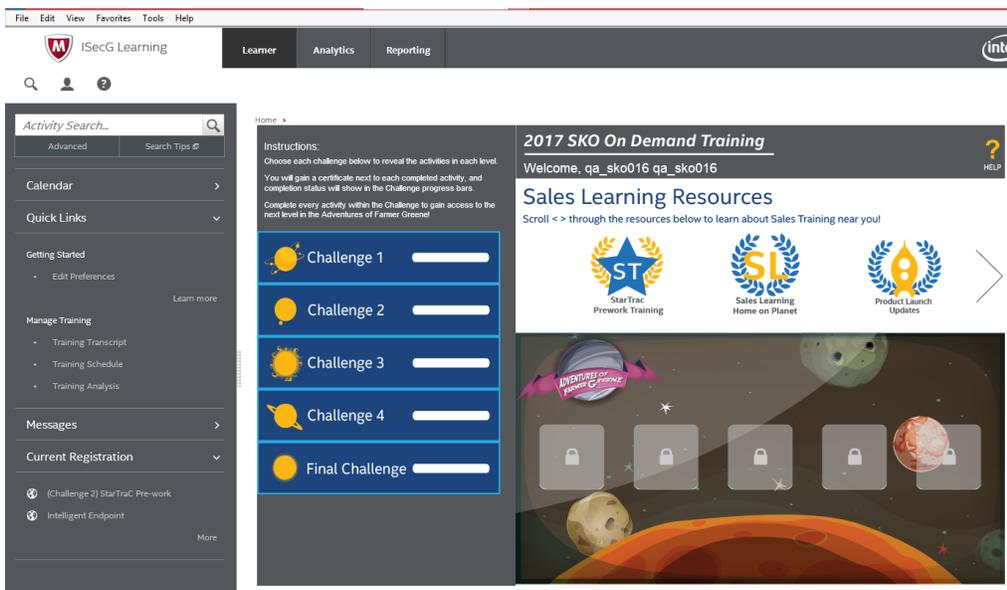
You may also go to the Home Page on the Sales Learning Home Page and click the "Sales Kickoff Training" button.

You will be taken to the main 2017 On Demand Training page on ISecG Learning. It will look like this:

Click each Challenge button to view and launch each learning activity within each challenge. You will not have access to the Final Challenge until Challenges 1-4 are completed.

You may also go to the [Sales Learning Home page on Planet](#) and click the Sales Kickoff button.

The correct link is
https://planet.mcafee.com/community/mcafee_learning/sales_learning



How do I register?

There is no need to register for the training this year. You've been automatically registered, and will see your training when you follow the Launch your 2017 SKO Training link from the Sales Learning Home Page.

Is the prework required?

No, but...

Do you want to earn more sales commission?

Do you want to be a better salesperson?

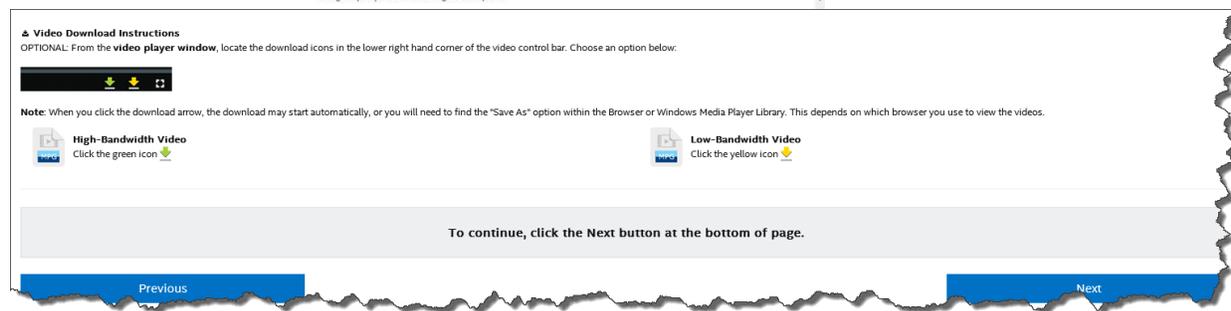
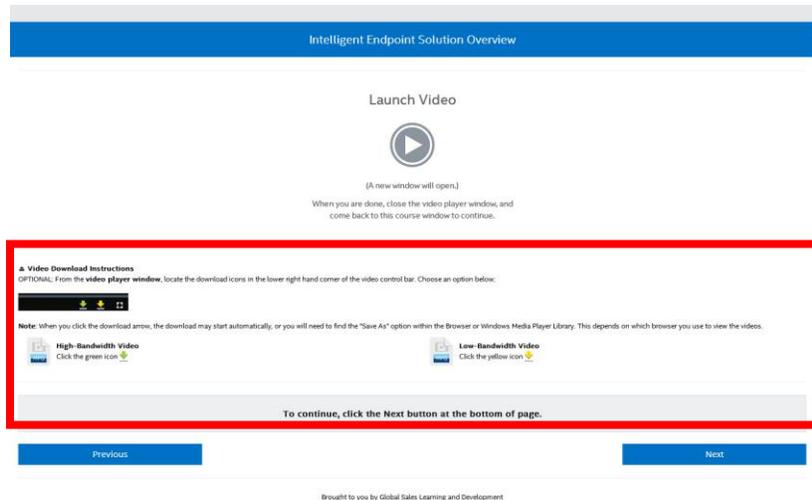
Do you want to have better customer conversations?

If your answer is yes, then this pre-work will help you achieve your wants.

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I have low internet bandwidth, and the video is choppy. Is there an alternative?

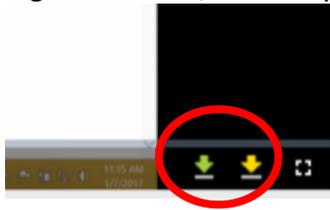
Yes. You have two options to download the videos for low bandwidth situations. Once you've downloaded the video to watch offline, please remember to click "yes" I have completed this activity before closing out the container. Also, there are some videos that will allow a download or a download link to your computer.



Note: You must open the video in order to download it.

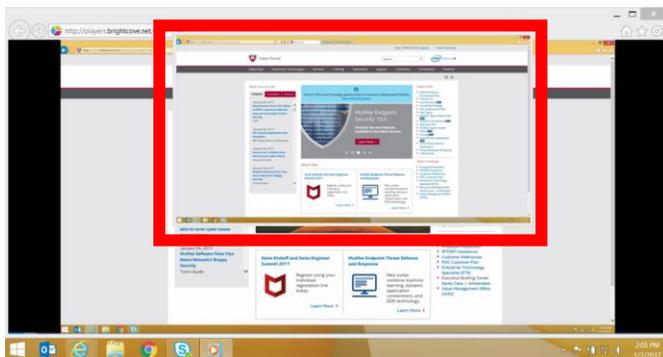
How do I download a video?

Once you have launched the video, click the Play button. You will then see two options for download in the lower right-corner of the video play-back window. Click the green arrow for high resolution, and the yellow arrow for low resolution.

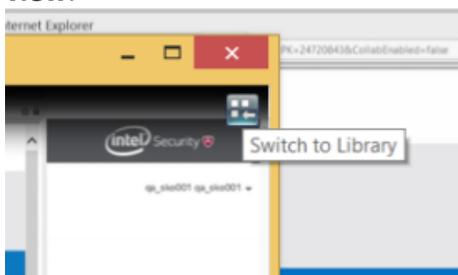


If you are downloading the video from Internet Explorer, please follow these steps:

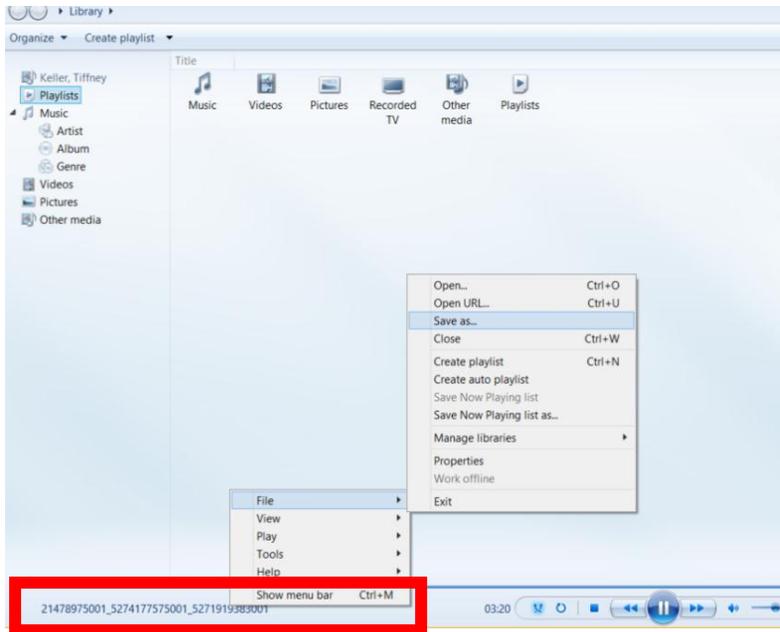
When you click the green or yellow arrow to download, your Windows Media Player application will launch the video in a smaller screen.



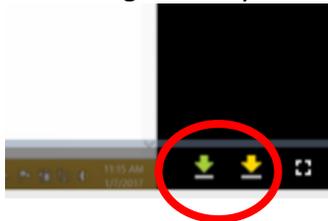
Click the small icon in the upper-right corner of Windows Media Player to **Switch to the Library view.**



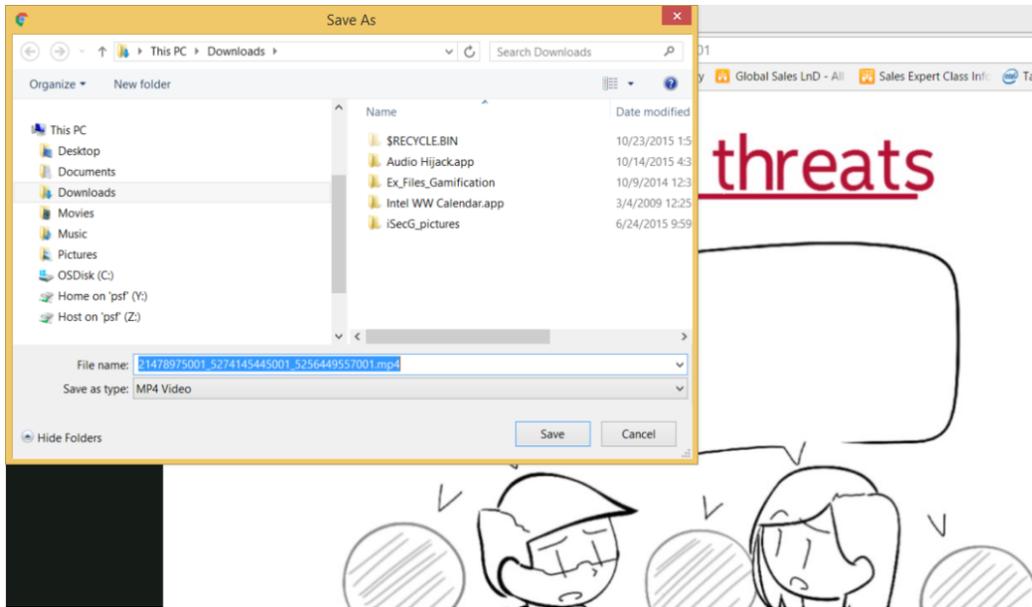
You will see the Library view. Right-click in the area circled to go to file → Save as... Choose an appropriate folder to save to, and your video is now saved.



If you are downloading the video from Chrome, please follow these steps:
Click the green or yellow arrow to download.

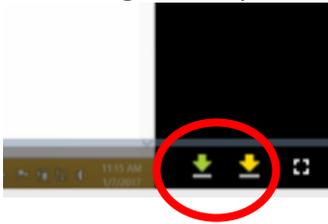


A dialog box will appear, giving you the ability to choose the location to save your download. Choose an appropriate folder to save to, and your video is now saved.



If you are downloading the video from Safari, please follow these steps:

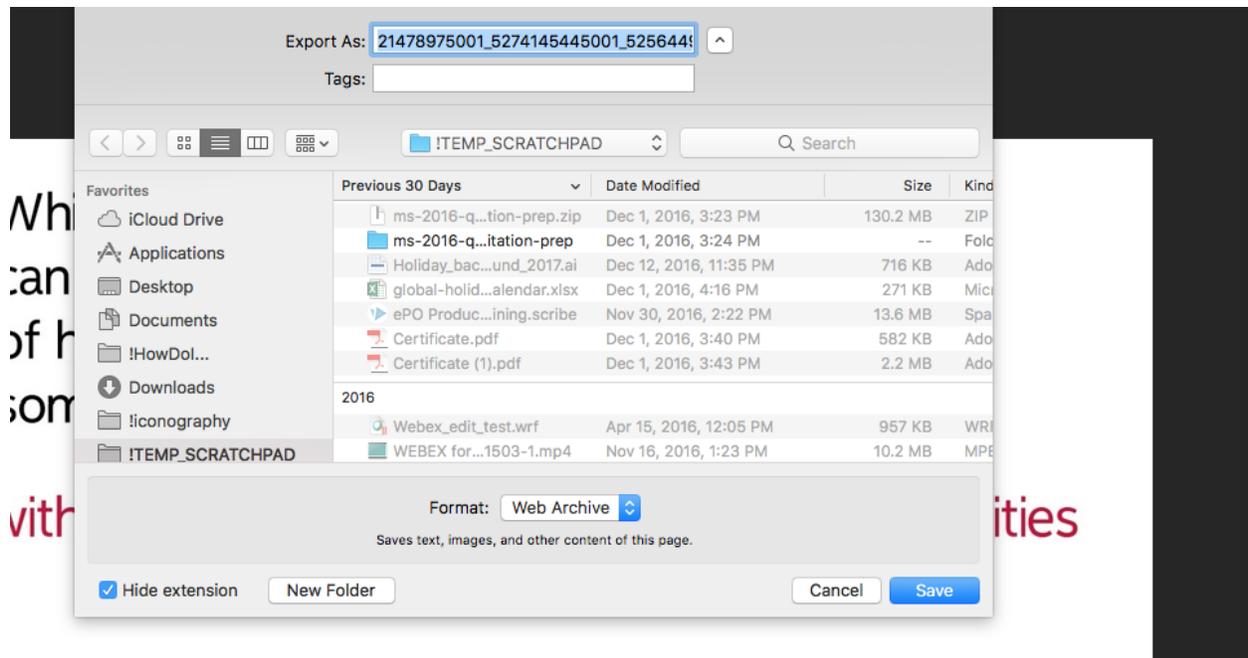
Click the green or yellow arrow to download.



The video will begin playing in another video container. Right-click this container, and choose "Save Page As.."



A dialog box will appear, giving you the ability to choose a place to save your video. Choose an appropriate folder to save to, and your video is now saved.



Why can't I access the Final Challenge?

You will need to finish all the learning activities within Challenges 1-4 before you can access the Final Challenge.

Technical

I logged in for the first time, and my Challenge 3 was already completed!

If you've completed Clean Business training recently, congratulations! Your completion is recorded, and you can skip Challenge 3.



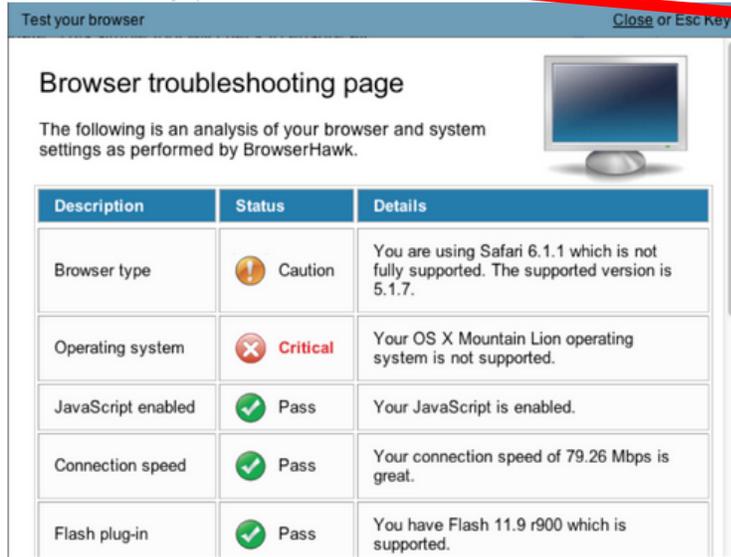
I was able to launch the course, but I'm not able to see any videos.

Many issues can be resolved by checking your browser. This training has been designed to perform and operate BEST using Internet Explorer (IE). Mac users should open their Windows parallel to take the training.

Run the Learning System Check to validate you have the proper bandwidth, browser, etc. to view and participate in the training.

Results of a Learning System Check test look like this:

Run the [Learning System Check](#) to validate you have the proper bandwidth, browser, etc. to view and participate in the training. Results of a Learning System Check test look like this.



Description	Status	Details
Browser type	Caution	You are using Safari 6.1.1 which is not fully supported. The supported version is 5.1.7.
Operating system	Critical	Your OS X Mountain Lion operating system is not supported.
JavaScript enabled	Pass	Your JavaScript is enabled.
Connection speed	Pass	Your connection speed of 79.26 Mbps is great.
Flash plug-in	Pass	You have Flash 11.9 r900 which is supported.

Hyperlink to new browser hawk
Link:
<https://techlearningfiles.intelsecurity.com/sumtotal/bh/ST201302emp.htm>

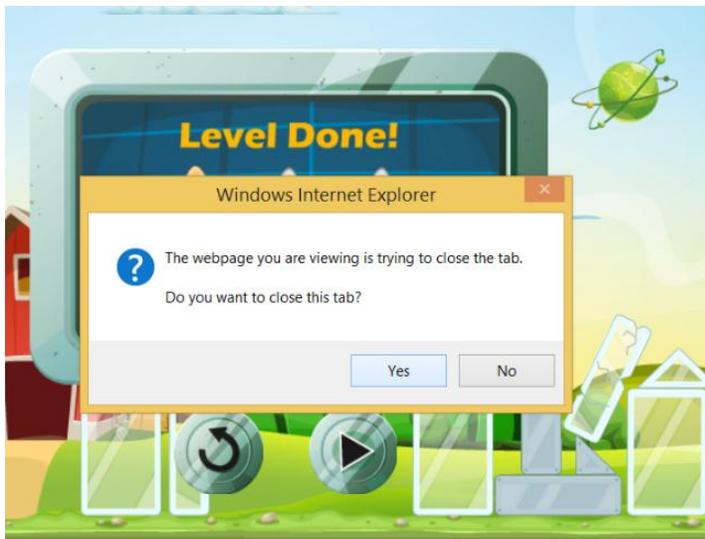
The videos are skipping or repeating on playback.

It is possible that low bandwidth situations can cause the video to skip or repeat during playback. If you continue to get this error, please download the video to view offline for a better viewing experience.

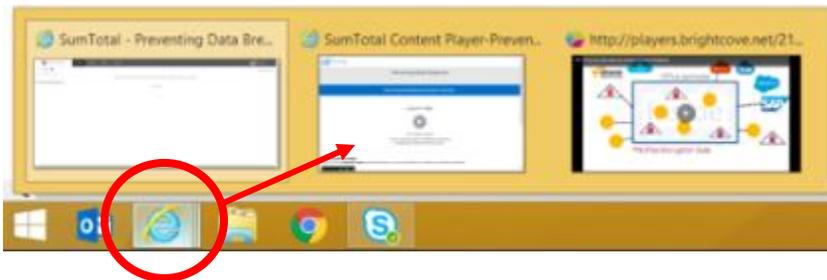
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Should I be seeing this dialog box after I complete a game level?

Yes, the dialog box appears after you have completed a level of the game, please click yes to continue.



I'm trying to complete my course, but after I watch a video, my course disappears. To correct this roll your mouse over the browser icon in the task bar to find the SumTotal content player.



Forecasting and Pipeline Opportunities video- the video does not provide a download link.

Correct. This video is not available for download in this training.

I completed the Final Challenge. How long until I receive email confirmation?

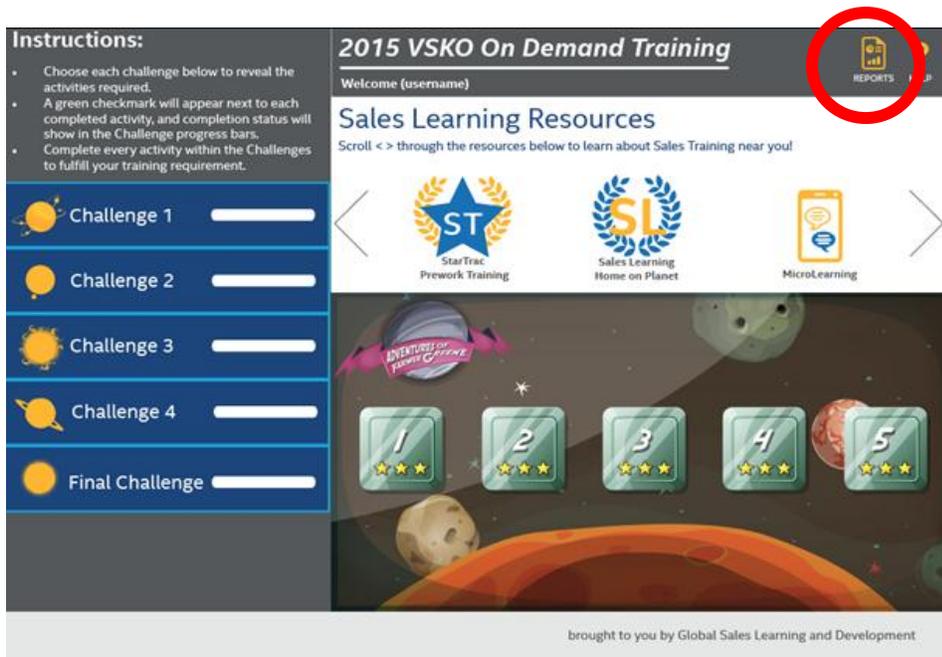
The email is sent approximately 15 minutes after completion of the Final Challenge. Additionally, go back to the home page, and see if you have a "Congratulations" message on your screen. If you see this (shown below), then you have successfully completed your training. Thank you for participating, and we hope you've enjoyed this learning format.



Management Reporting

Where do I go to see reports?

A: You will find the reports button on your 2017 Sales Kickoff On Demand Training home page (see screenshot below). If you **DO NOT** see this button, it's likely that you are not listed as a manager with **DIRECT REPORTS** and will need to access the reports via the Analytics Menu located at the top of the ISecG Learning Page.



What is the Team Status Report?

A: The team status report provides, in tabular format:

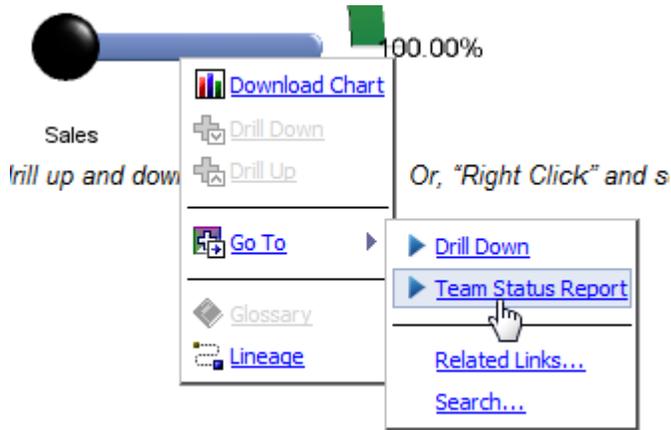
- All users in your hierarchy and their % complete in assigned training.
- The ability to drill down on an individual to an Employee Detail report. This report provides an individual report that lists all assigned activities and the user's progress in each

How do I get to my Team Status Report?

A: Follow these steps to access your Team Status report:

- Look at the top right corner of your home page—the one with “2017 Sales Kickoff On Demand Training” across the top.
- Click the button that says “Reports”

- Right click on the Blue needle
- Find "Go To"



- Select "Team Status Report"
After clicking on the Team Status Report, the report will open in a new window.

Team Status Report

Manager Name	Manager Email	Employee Name	Employee Email	Employee GEO	Audience Name	Curriculum % Progress
Manager 1	Manager1 @noemail.com	Employee1	Employee1 @noemail.com	NA	SKO2013_Sales - Channel	100.00%

Annotations: Red arrows point from text to specific cells: 'Direct manager's name and email of the employee to the right' points to Manager Name; 'Employee's name and email to the right' points to Employee Name; 'Employee's real time % complete' points to Curriculum % Progress.

You can also click an employee's name to view that employee's current status:

Employee Details

Employee Name: **Employee 1** ← Employee Name

Audience Name: SKO2013_Sales - Channel

Activity Name	Score	Enrollment Status
On Demand Course 1	87	Complete
On Demand Course 2	90	Complete

Employee's status in each 2013 On Demand Course:
Green - Complete
Yellow - In progress
Red - Not Started

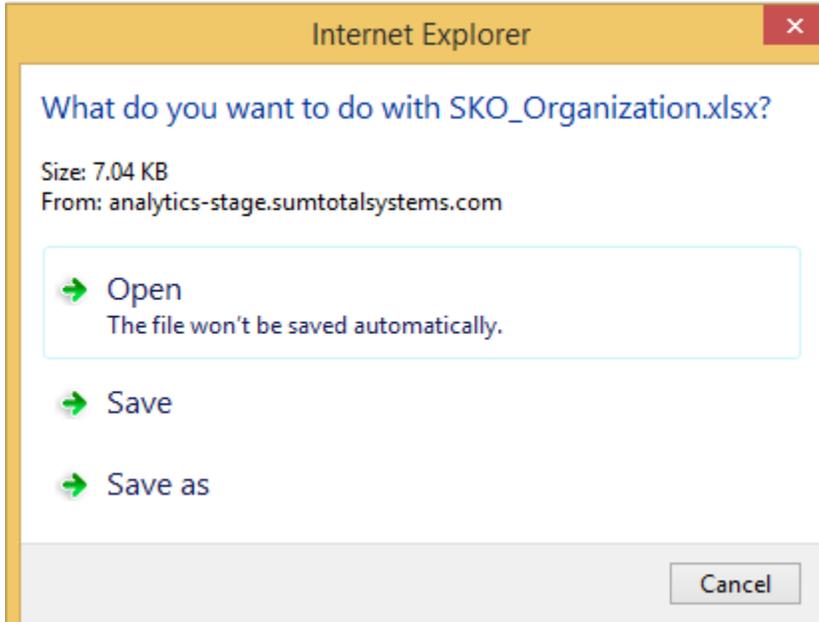
How do I export a report?

A: Follow these steps to export your report:

- a. Click the “View” drop down in the upper right corner 
- b. Select “View in Excel Options” and select “View in Excel 2007 Format”:



- c. You will receive the normal file download dialogue and you can Open or Save the report.



What is an Organizational Report?

A: The Organizational report allows you to drill down to specific managers that are in your reporting hierarchy and view the status of them and their team.

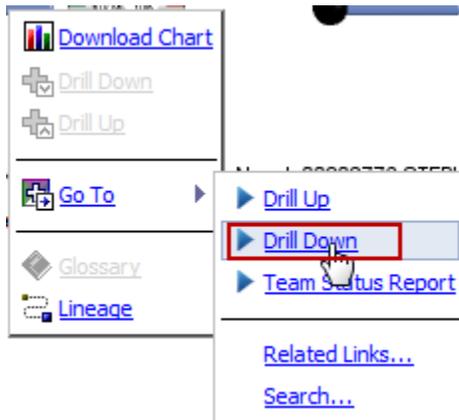
How do I access my Organizational Report?

A: Click on the Reports icon

1. From the initial dial(s) presented,
 - a. **RIGHT CLICK** on the needle
 - b. Mouse over menu item **“GO TO”**
 - c. Click **“Drill Down”**

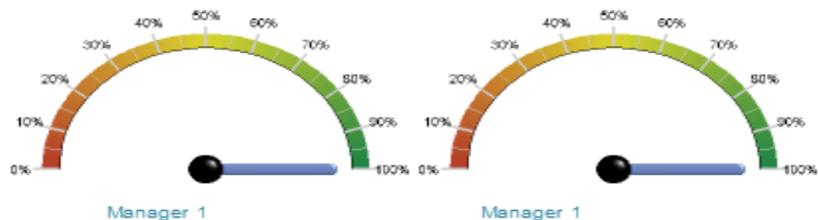
2017 SKO On Demand Training

How to Pull Reports for Completion



2. After the report generates you will see results for your team by Region, after drilling down on Region you will see your Name again, after drilling down on your name, you will see dials for each of your managers. You can continue to drill to the lowest level manager who rolls up to you in your hierarchy.

Note: You may right click on any dial for any manager and see the Team Report for that manager and his or her team.

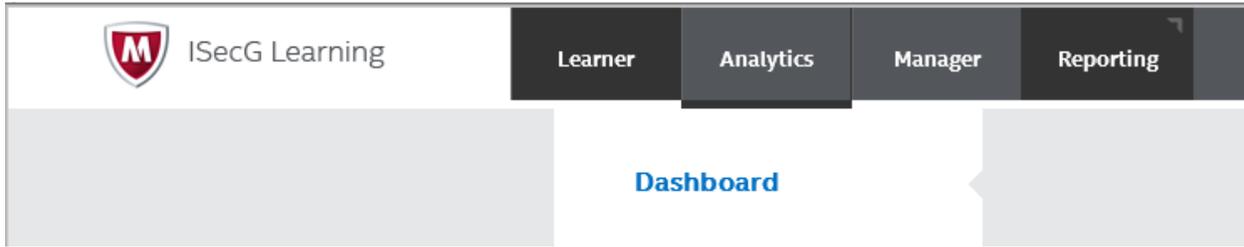


Can I see reports even if I do not have any direct reports?

A: Yes, here are the steps to see reports if you have no direct reports:

Follow these steps:

- Click on the Dashboard link under the Analytics Menu.
- Navigate to Public Folders > Analytics_McAfee_PROD > McAfee PROD > McAfee_Staging Reports and Dashboards.
- Use the reports with the prefix "SKO" to pull data that you have access to within ISecG Learning.



My report is not running properly. What should I do?

In order to best help us understand the error you're receiving, please take a screenshot of the issue, and send to Sales Training Support Team. We will escalate to the appropriate solution provider.

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I am not seeing all of my direct reports in the report. Why?

The report is based on HR data. If you believe there is an error please contact Sales Training Support Team and we will escalate appropriately.

I am seeing people assigned to me in the reports who are not on my team.

The report is based on SAP data. If you believe there is an error please contact Sales Training Support Team and we will escalate appropriately.

FAQ link:

http://seccomp.http.internapcdn.net/seccomp_vitalstream_com/SKO2017/portal/faq/index.html