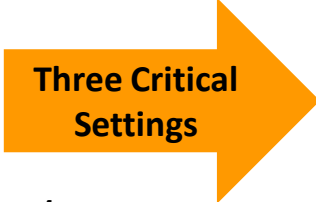


# Technical Requirements

- Ensure your computer meets the minimum requirements.
- If your computer does not meet the RAM requirement, close down any other applications and browsers not being used to run the training.
- **Note!** Our courses have been donated by a variety of programs. While some courses function on the Apple platform and tablets, they are not currently supported platforms.

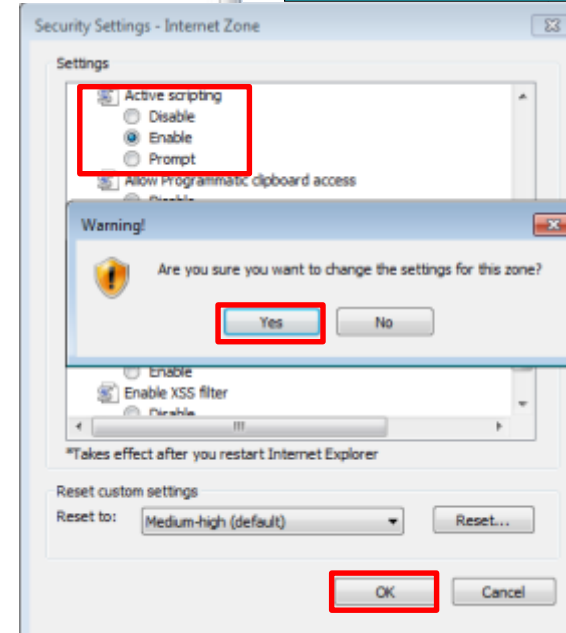
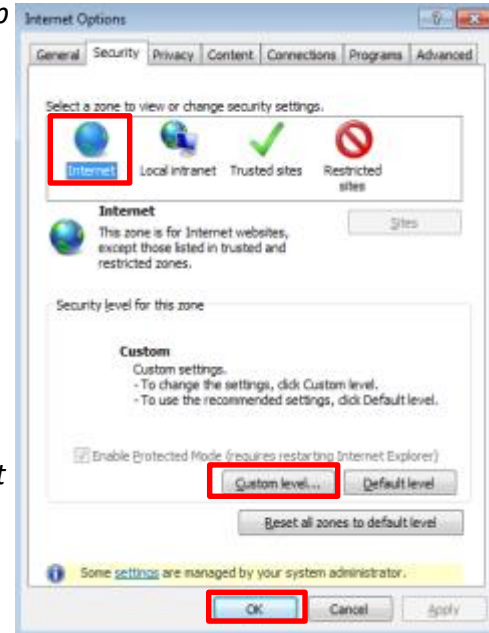
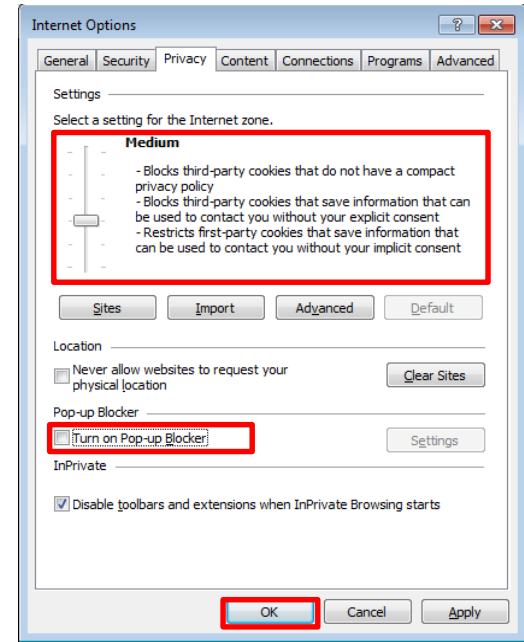
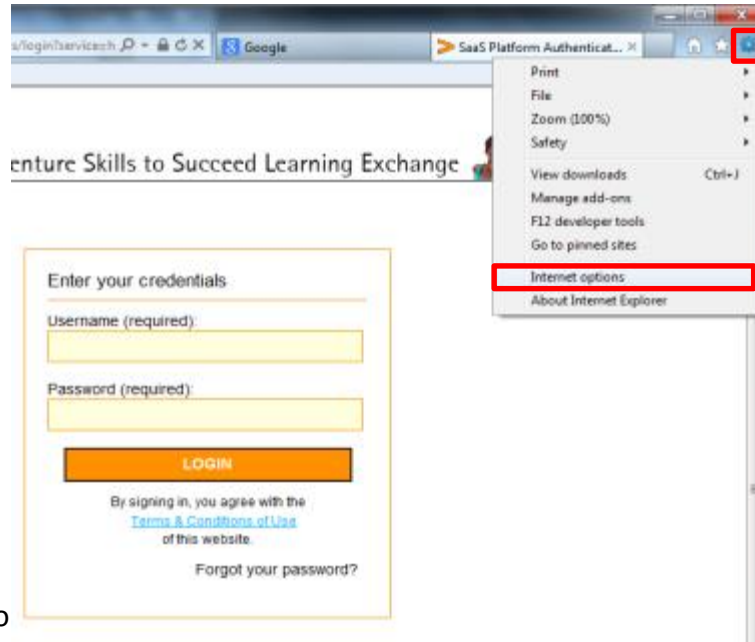
Recommended for Learning Exchange Plus Courses	
<b>Operating System</b>	Windows XP, Vista, 7 or 8 recommended
<b>RAM</b>	1GB or higher
<b>Screen Resolution</b>	1440 x 900 recommended
<b>Bandwidth</b>	1 Mbps or above recommended
<b>Web Browser</b>	Internet Explorer 8, 10 or 11, Chrome (version 25 or greater) or Firefox (version 20 or greater) recommended
 <b>Plugins / Components Active and Installed</b>	<ul style="list-style-type: none"><li>- JavaScript enabled (critical to completion tracking)</li><li>- Cookies enabled (useful for bookmarking within courses)</li><li>- Pop-ups enabled (critical to launch the courses)</li></ul> <p>Additional plugins/components for some WBTs:</p> <ul style="list-style-type: none"><li>- Flash player</li><li>- Adobe Reader</li><li>- Audio and video card available</li><li>- Audio/video players: MP4, WMA, WMW and FLV</li></ul>

# Checking Your Settings – Internet Explorer

**Note!** You must enable the following for the Skills to Succeed Learning Exchange to work properly:

- Cookies
- Popups
- JavaScript

1. Open Internet Explorer and click the gear icon.
2. Click *Internet Options*.
3. Click the *Privacy* tab.
4. For **Cookies**, move the slider for Settings down to *Medium Level*.
5. For **Popups**, ensure there is no check mark for *Turn on Pop-up Blocker*.
6. Click the *OK* button.
7. For **JavaScript**, click the *Security* tab.
8. Click the *Internet* zone.
9. Click the *Custom level...* button.
10. In the section entitled *Scripting*, click *Enable* on *Active Scripting* and click *OK*.
11. A popup window appears asking, *Are you sure you want to change the settings for this zone?* Click the *Yes* button.
12. Click the *OK* button (*Security tab* window).

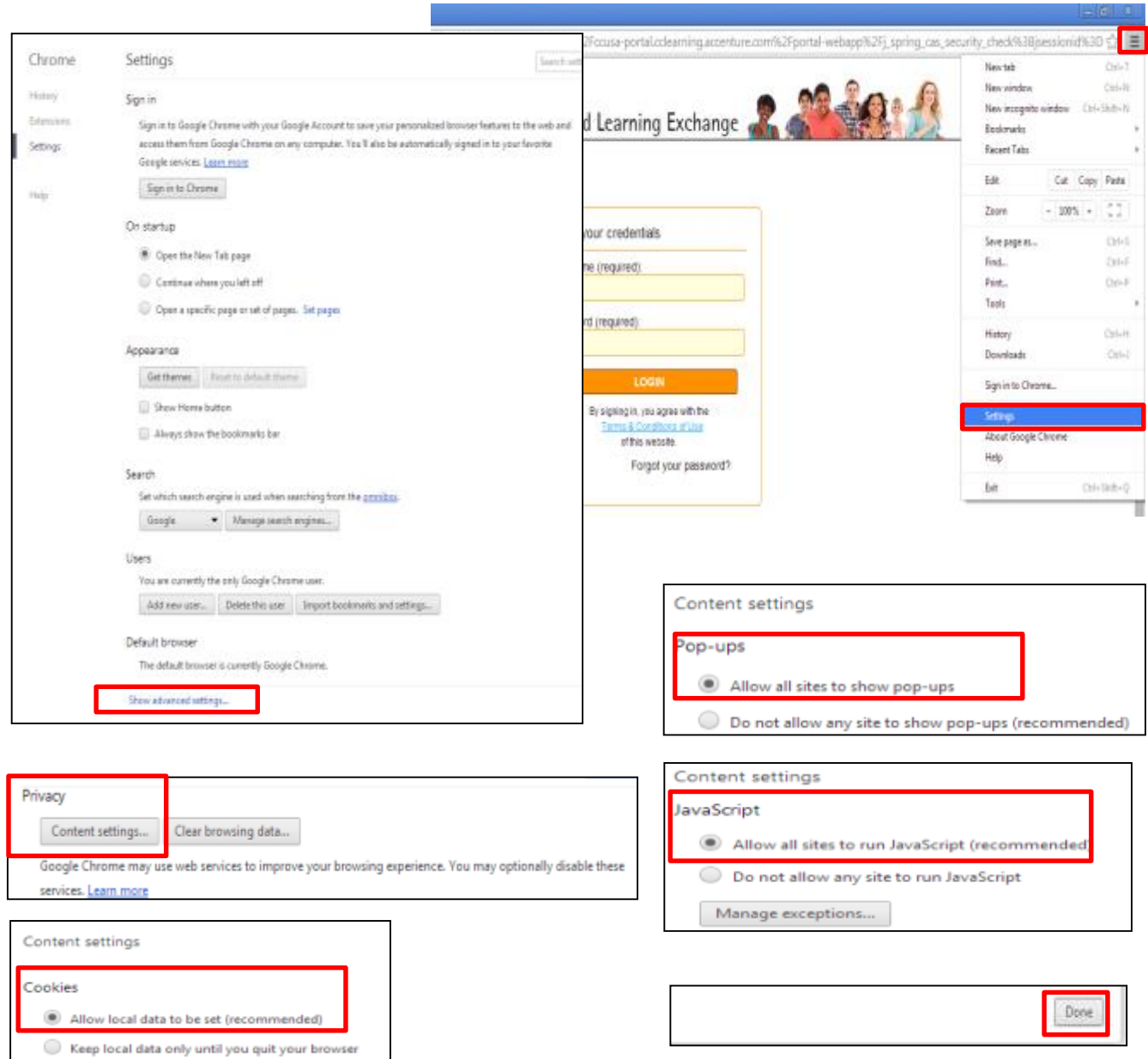


# Checking Your Settings – Chrome

**Note!** You must enable the following for the Skills to Succeed Learning Exchange to work properly:

- Cookies
- Popups
- JavaScript

1. Open Chrome and click the gear icon.
2. Click *Settings*
3. Click the link *Show advanced settings* (at the bottom of the window)
4. In the *Privacy* section, click *Content settings...*
5. In the **Cookies** section, select option *Allow local data to be set (recommended)*.
6. In the **Pop-ups** section, select option *Allow all sites to show pop-ups (recommended)*.
7. In the **JavaScript** section, select option *Allow all sites to execute JavaScript (recommended)*.
8. Click *Done* to save changes.

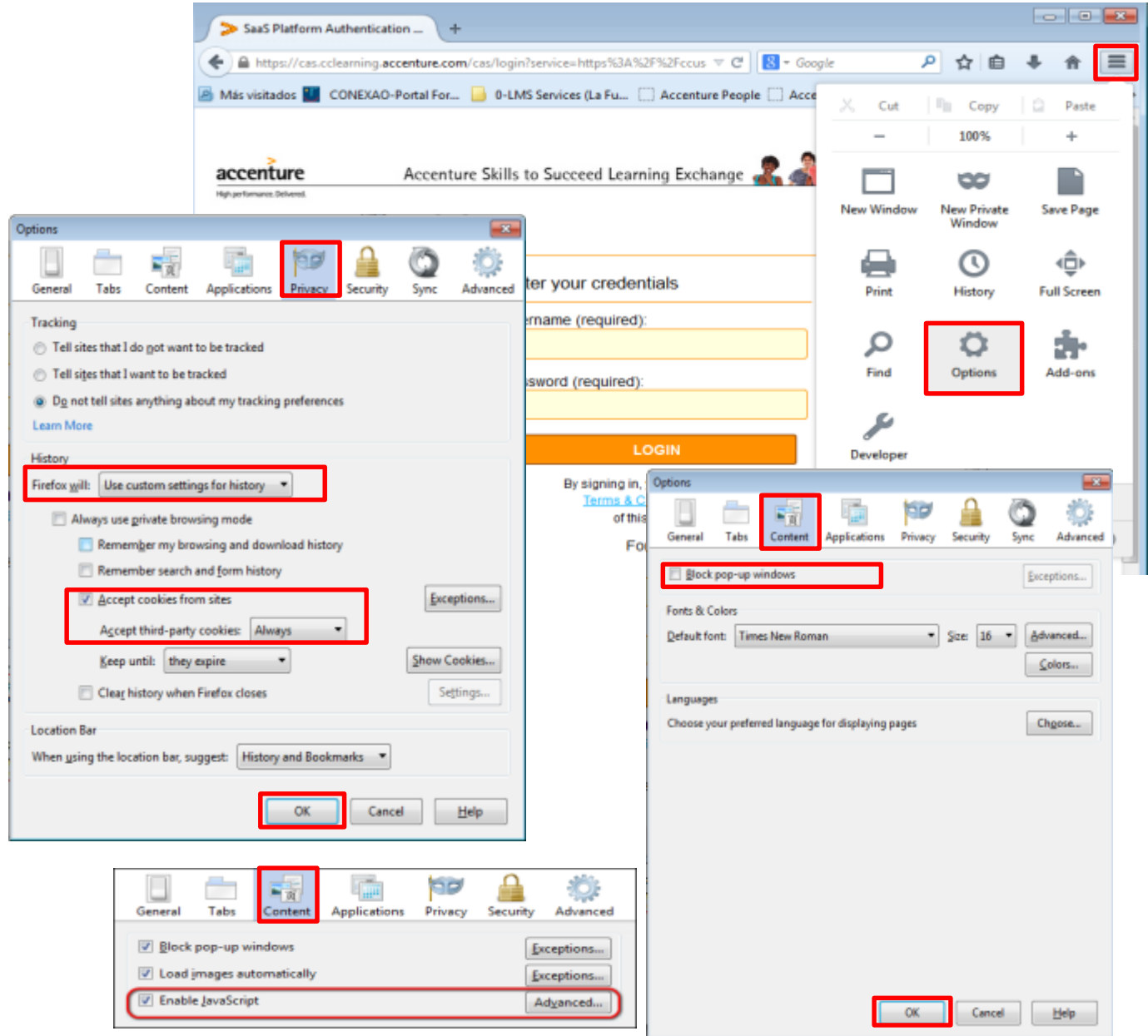


# Checking Your Settings – Firefox

**Note!** You must enable the following for the Skills to Succeed Learning Exchange to work properly:

- Cookies
- Popups
- JavaScript

1. Open Firefox and click the List icon.
2. Click the *Options* icon.
3. For **Cookies**, click the *Privacy* icon.
4. In the *History* section, select *Use custom settings for history*
5. Check *Accept cookies from sites*.
6. Check *Accept third-party cookies* (or select *Always*).
7. For **Popups**, click on the *Content* icon.
8. Ensure there is no check in the box for *Block pop-up windows*
9. Click the *OK* button.
10. For **JavaScript**, for Firefox versions less than v23, click on the *Content* icon.
11. Check the option *Enable JavaScript*.
12. Click *Done* to save changes.
13. Click the *OK* button.



# Logging In – First Time

1. Navigate to:  
<http://skillstosucceedlearning.accenture.com/>
2. Carefully enter the *Username* and *Password* provided by your instructor. They will both be the same the first time a person logs on.
3. Click the *LOGIN* button.

## Note!

- You have 10 tries to log on correctly.
- After the tenth try, you will be locked out of the system and must wait 5 minutes before you can try again.
- Before a tenth incorrect try, click the *Forgot your password?* Link (see details on following pages)

https://cas.clearning.accenture.com/cas/login?services=h... SaaS Platform Authenticati...

File Edit View Favorites Tools Help

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Enter your credentials

Username (required):  
johndoe

Password (required):  
.....

LOGIN

By signing in, you agree with the [Terms & Conditions of Use](#) of this website.

[Forgot your password?](#)

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# Logging In – First Time (continued)

The first time you log on, you need to change your password and provide some additional information to retrieve it in the future, if needed.

**Note!** Click the info button for *Password policies* to see the rules for creating passwords.

4. Enter your *New Password* and *Confirm* it.
5. Enter the *word verification*. In this example, the word is *liners*.
6. Enter your *email* and repeat it.
7. Select and answer your two security questions. This will allow you to retrieve your password if you forget it.
8. When you have completed all the information, press the *Send* button.

The screenshot shows a web browser window with the URL <https://cas.ccleaming.accenture.com/cas/login?service=htt>. The page title is "SaaS Platform Authenticati...". A warning message at the top states: "For security reasons, please change your password." The main form is titled "Change Password" and includes the following fields and options:

- Password policies:** A link to view password requirements.
- User (required):** john.doe
- Actual Password (required):** [Redacted]
- New Password (required):** [Redacted]
- Confirm your password (required):** [Redacted]
- Enter the verification code (required):** liners
- Word verification (required):** liners
- Information needed to recover the user or password:**
  - Email (required):** john.doe@gmail.com
  - Repeat email (required):** john.doe@gmail.com
  - What is your favorite sports team?:** cubs
  - What is your favorite color?:** blue

At the bottom of the form are two buttons: "Send" and "Back". A small "javascript:void(0);" label is visible in the bottom left corner of the browser window.

# Logging In – First Time (continued)

9. You are now logged in to the site and can begin taking training.

The screenshot shows the homepage of the Accenture Skills to Succeed Learning Exchange. At the top, there is a search bar with the text "Search courses:" and a "Go" button. In the top right corner, there is a "Logout" link and a user profile icon for "John Doe". The main header features the Accenture logo on the left and the site title "Accenture Skills to Succeed Learning Exchange" on the right, accompanied by a group photo of diverse people. Below the header, a "Welcome!" message is displayed next to a photo of a woman, with text stating the site's commitment to equip 3,000,000 people with skills to get a job or build a business. A "My Training Plan" button is visible on the right. The "Top Courses" section features three course cards: "SE: Introduction to Software Engineering", "SE: Design", and "Introduction to Entrepreneurship", each with a star rating and a "START NOW" button. The "Categories" section at the bottom includes four colored buttons: "Foundational Skills", "Career Planning and Job Search", "Professional Skills", and "Job Tracks and Certifications", each with a "See courses >>" link. A "New Courses" list on the right side includes various resources like "LinkedIn for Veterans", "CareerOneStop", and "Salary Basics".

Search courses:  Go

Logout John Doe

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Welcome!

Welcome to the Accenture Skills to Succeed Learning Exchange. We are committed by 2020 to equip 3,000,000 people around the world with the skills to **get a job** or **build a business**. This site was designed to help build these skills. We hope you find it helpful as you embark on your career and visit often to find new courses and continue learning.

My Training Plan  
Access now >>

New Courses

- Resource - LinkedIn for Veterans
- Resource - CareerOneStop
- Resource - My Next Move
- Resource - Salary Basics
- Resource - Job Applications
- Resource - LinkedIn Learning Webinars
- Resource - ACT Profile
- Resource - Job Search
- Resource - Interview Follow-ups
- Resource - Accenture Career Coach

Top Courses

SE: Introduction to Software Engineering  
If you like to program or are interested in a career in technology, it is important to...  
★★★★★ START NOW

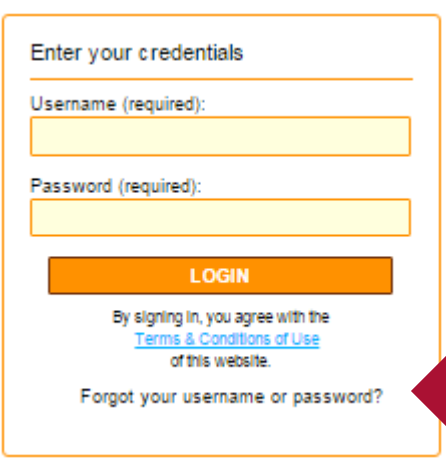
SE: Design  
The Design course introduces you to the second phase of the software...  
★★★★★ START NOW

Introduction to Entrepreneurship  
Have you ever thought of starting your own business? If you did, would the benefits of...  
★★★★★ START NOW

Categories

- Foundational Skills  
See courses >>
- Career Planning and Job Search  
See courses >>
- Professional Skills  
See courses >>
- Job Tracks and Certifications  
See courses >>

# Most Typical User Issues

Issue	Solution
5.1 - Forgot Username or Password	 <p>The screenshot shows a login form titled "Enter your credentials". It has two input fields: "Username (required):" and "Password (required):". Below the fields is an orange "LOGIN" button. Underneath the button is a link: "By signing in, you agree with the <a href="#">Terms &amp; Conditions of Use</a> of this website." At the bottom of the form is a link: "Forgot your username or password?". A red arrow points from the text on the right to this link.</p>
5.2 - Locked out	If you enter your password incorrectly 10 times in a row, you will be locked out for 5 minutes. Wait 5 minutes and try again, using the <i>Forgot your username or password</i> link on the logon page.
5.3 - Cannot launch course	Make sure pop-ups are enabled.
5.4 - Not marked complete	Make sure JavaScript is enabled. Wait 1-2 minutes and refresh the screen.



# Forgot Password or Username

1. If you forget your password, click the *Forgot your password?* link at the bottom of the window.
- 2a. On the next screen, enter your *User* name, and press the *Send* button.

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Enter your credentials

Username (required):

Password (required):

LOGIN

By signing in, you agree with the [Terms & Conditions of Use](#) of this website.

**Forgot your password?**

©2014 Accenture. All rights reserved.  
<https://cas.ccllearning.accenture.com/cas/login?service=https%3A%2F%2F>

File Edit View Favorites Tools Help

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Account recovery

User (required):

I can't identify my account

Send

Cancel

# Forgot Password or Username (continued)

2b. If you can't remember your user name, click the *I can't identify my account* link, and press the *Send* button.

On the next screen, type your *email* address, and press the *Send* button.

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Account recovery

User (required):

[I can't identify my account](#)

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Account recovery

Email (required):

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<https://cas.clearning.accenture.com/cas/login?service=https%3A%2F>

# Forgot Password or Username (continued)

3. Answer your two *security* questions.
4. Press the *Send* button.

The screenshot shows a web browser window with the URL <https://cas.cclearning.accenture.com/cas/login?service=htt>. The page header features the Accenture logo and the text "Accenture Skills to Succeed Learning Exchange" with a group of diverse people. The main content area is titled "Account recovery" and contains two security questions. The first question is "Question 1: What is your favorite sports team?" with the answer "cubs" entered in a text box. The second question is "Question 2: What is your favorite color?" with the answer "blue" entered in a text box. Below the questions are two buttons: "Send" and "Cancel". The "Send" button is highlighted with a red border. At the bottom of the page, there is a copyright notice: "©2014 Accenture all rights reserved."

# Forgot Password or Username (continued)

5. Enter a new *Password* and repeat it.
6. Enter the *Word verification* code.
7. Press the *Send* button.
8. You will now be logged on to the system.

The screenshot shows a web browser window displaying the 'Password Recovery' page of the Accenture Skills to Succeed Learning Exchange. The page features the Accenture logo and the tagline 'High performance. Delivered.' at the top. The main content area is titled 'Password Recovery' and includes a link for 'Password policies'. The form contains the following fields and buttons:

- User (required):** A text input field containing 'johndoe'.
- Password (required):** A password input field with masked characters (dots), highlighted with a red border.
- Repeat password (required):** A password input field with masked characters (dots), highlighted with a red border.
- Enter the verification code (required):** A text input field containing the word 'harbor', which is displayed in a large, stylized red font above the field.
- Word verification (required):** A text input field containing 'harbor', highlighted with a red border.
- Buttons:** Two buttons are located at the bottom of the form: 'Send' (highlighted with a red border) and 'Back'.

At the bottom of the page, the copyright notice reads: ©2014 Accenture all rights reserved.

# Locked Out

If you enter your password incorrectly 10 times in a row, you will be locked out of the system for 5 minutes.

1. After 5 minutes, you can try again to enter your username and password.
2. If you can't remember your username or password, press the *Forgot Your Password* link before you are locked out again. Follow the prompts. **This is the fastest way to resolve this issue.**
3. If you are still having difficulty, contact your instructor who will request that your password be reset.

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Enter your credentials

Username (required):  
johndoe

Password (required):  
\*\*\*\*\*

LOGIN

By signing in, you agree with the [Terms & Conditions of Use](#) of this website.

Forgot your password?

For security reasons, please change your password.

Change password  
[Password policies](#)

Username (required):  
johndoe

Old password (required):  
\*\*\*\*\*

New password (required):  
\*\*\*\*\*

Confirm new password (required):  
\*\*\*\*\*

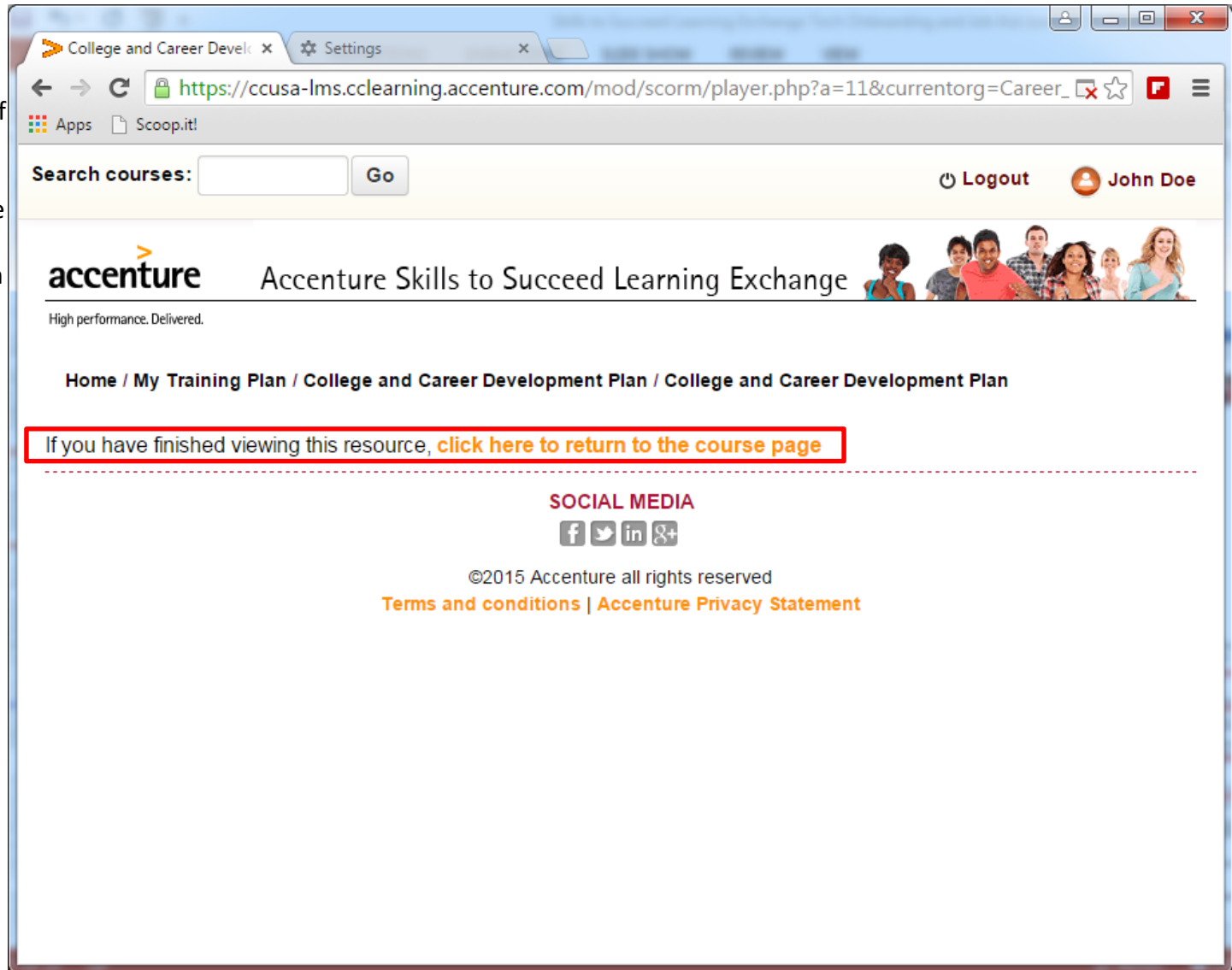
Submit

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# Cannot Launch Course

When you click the course link, a new window should open to launch the course. If the course does not launch properly, you may see a screen that says, "If you have finished viewing this resource, click here to return to the course page."

1. Go to your browser settings and enable popups. If you are unsure how to do that, see previous pages for instructions on how to do that for your specific browser.



The screenshot shows a web browser window with the following elements:

- Browser Tabs:** "College and Career Devel" and "Settings".
- Address Bar:** [https://ccusa-lms.cclearning.accenture.com/mod/scorm/player.php?a=11&currentorg=Career\\_](https://ccusa-lms.cclearning.accenture.com/mod/scorm/player.php?a=11&currentorg=Career_)
- Search Bar:** "Search courses:" with a "Go" button.
- User Profile:** "Logout" and "John Doe".
- Accenture Logo:** "accenture" with the tagline "High performance. Delivered."
- Page Title:** "Accenture Skills to Succeed Learning Exchange".
- Breadcrumbs:** "Home / My Training Plan / College and Career Development Plan / College and Career Development Plan".
- Error Message:** A red-bordered box containing the text: "If you have finished viewing this resource, [click here to return to the course page](#)".
- Social Media:** "SOCIAL MEDIA" with icons for Facebook, Twitter, LinkedIn, and Google+.
- Footer:** "©2015 Accenture all rights reserved" and links for "Terms and conditions" and "Accenture Privacy Statement".

# Not Marked Complete

When you complete a course, it should show as completed:

- On the course description page, the checkbox should be filled in.
- On the training plan, if you have one, the status should be marked as complete. If not, follow these steps:

1. Go to your browser settings and enable JavaScript. If you are unsure how to do that, see previous pages on how to do that for your specific browser.
2. On the course description page, refresh your browser. The checkbox should be filled in.
3. On the Training Plan, refresh your browser. The status for the course should say "Complete." If not, try again in 60 seconds, which is the frequency that the training plan updates.

The screenshot shows the course page for 'College and Career Development Plan' on the Accenture Learning Exchange. The page includes a search bar, user information (Krstina User), and a course description. A red box highlights the course name and a checked checkbox. Below the course description is a 'My Training Plan' table and a 'My Badges' section.

	Status	Completed date	Duration	Required/ Recommended	Prerequisite	Progress	Information
College and Career Development Plan	Completed	08/02/15	20	Required	-	100%	ⓘ
Resource - ACT Profile	Completed	06/03/15	-	Required	-	100%	ⓘ
Resume and Cover Letter Writing Skills	In progress	-	45	Required	-	0%	ⓘ
Networking	Completed	08/02/15	15	Required	-	100%	ⓘ
Using Social Media	Completed	06/03/15	20	Required	-	100%	ⓘ
Resource - LinkedIn Learning Webinars	Pending enrollment	-	-	Required	-	0%	ⓘ
Interviewing Skills	Enrolled	-	45	Required	-	0%	ⓘ
Resource - Interview Follow-ups	Pending enrollment	-	-	Recommended	-	0%	ⓘ

**My Badges**

- Complete 1 required courses ✓
- Complete 50% required courses ✓
- Complete 100% required courses ✓
- Complete 1 recommended courses ✓
- Complete feedback for 100% courses ✓

Badges: Bronze, Silver, Gold, Platinum