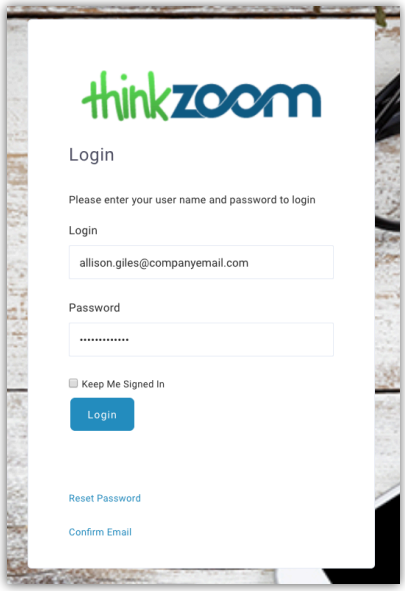
Quick Guide

for Users

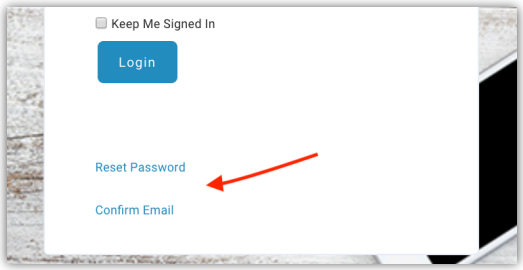
Login Screen



REMINDER: If you're attempting to log into your Thinkzoom account for the first time, please be sure you have confirmed your account in the "Welcome to Your Thinkzoom Account" email you received after you were added to the account.

Once you've confirmed the account and created your password, you will log in at your company's Thinkzoom URL (which is provided in the confirmation email) and enter your username in the **Login** field and password in the **Password** field. In most cases, the username will be your company email address.

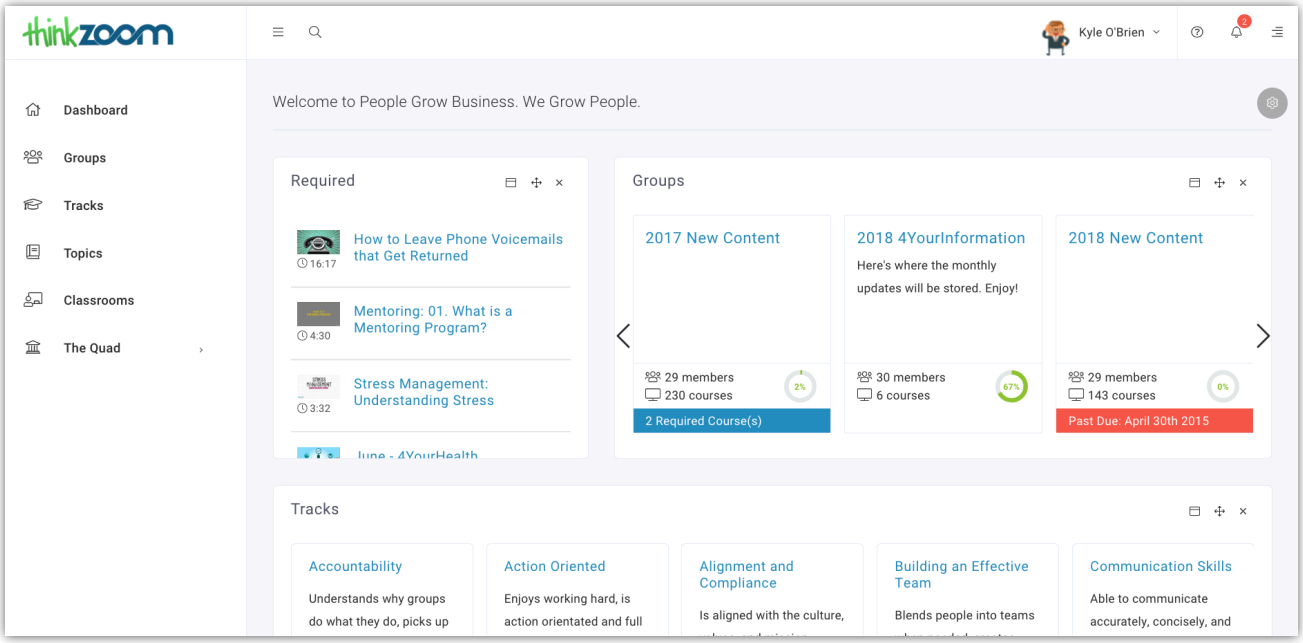
- If you forget your password all you need to do is click the **Reset** Password link underneath the **Login** button, enter in your email address when prompted and await instructions in your company Inbox.



- If you're a new user and haven't received the confirmation email to setup your password and activate your account, click the **Confirm Email** link underneath the **Reset Password** link, enter in your email address and await further instructions which will be sent to your Inbox. You may need to check your junk or spam folders if the confirmation email doesn't show up at first.

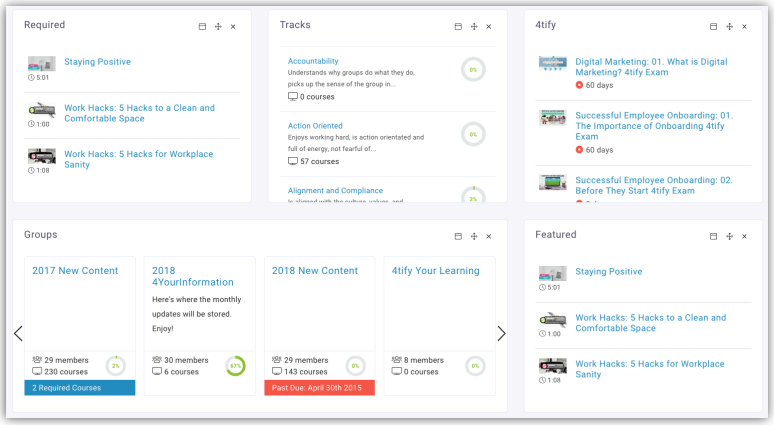
Thinkzoom Dashboard

From the main menu choices, to the easily accessible widgets in the middle, to your user profile and help center, this is a breakdown of your main Thinkzoom dashboard.



Main Menu

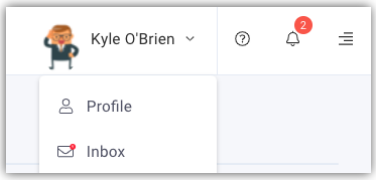
- **Dashboard**: Choose this to return to the main dashboard.
- **Groups**: Choose this to view all Groups you've been assigned to by your administrator or manager.
- **Tracks**: A collection of courses tailored toward specific skill sets. You can self-enroll yourself at any time to further skill development beyond your required training.
- **Topics**: Check out every topic and course available.
- **Classrooms**: Where you can register for instructor-led training sessions.
- **The Quad**: A social learning hub where you can follow other users and see what learning achievements and points they've earned.



Thinkzoom Widgets

These are all of the widgets that may appear on your main dashboard so you can easily access content:

- **Required Courses**: Courses you've been assigned to complete by your administrator.
- **Tracks**: Contains the competencies you either self-enrolled into or were enrolled into by your administrator.
- **4tify**: A series of exams on a previously completed course sent to you in intervals to help strengthen learning retention.
- **Groups**: Access Groups you belong to.
- **Featured Courses**: Highlighted courses for users to watch.
- **Favorites**: Archives which courses you've liked.
- **Recommendations**: Highlights which courses you've been suggested to watch by other users.
- **Suggested**: Like Netflix's "You Might Also Like" feature, this section produces content based off of similar courses or topics you've watched.

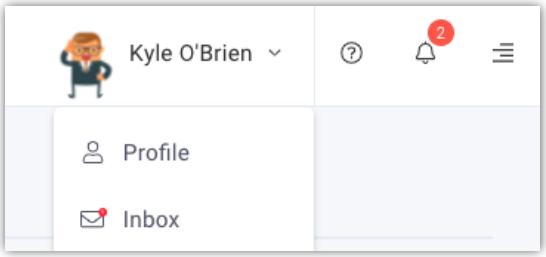


This section of the dashboard will be where you access your profile, inbox, help center and more.

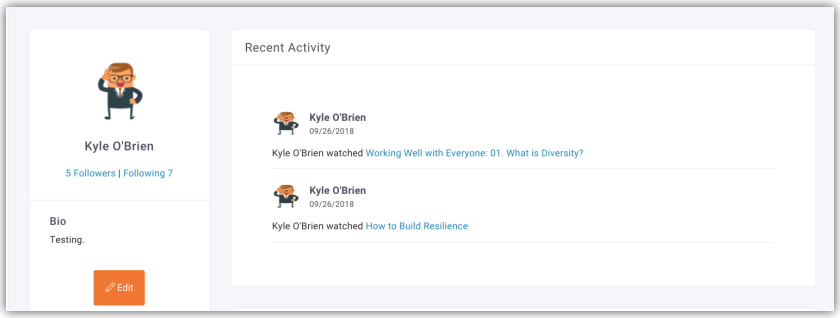
- **Inbox**: From required course notifications to personal messages about a favorite course, **Inbox** is your hub to receive and send learning communications with other users.
- **Help**: Support center with How-to videos and FAQs.
- **Notification Bell**: Click to reveal notifications of classes you recently registered for, any recent message you received and any 4tify exams you need to complete.

User Profile

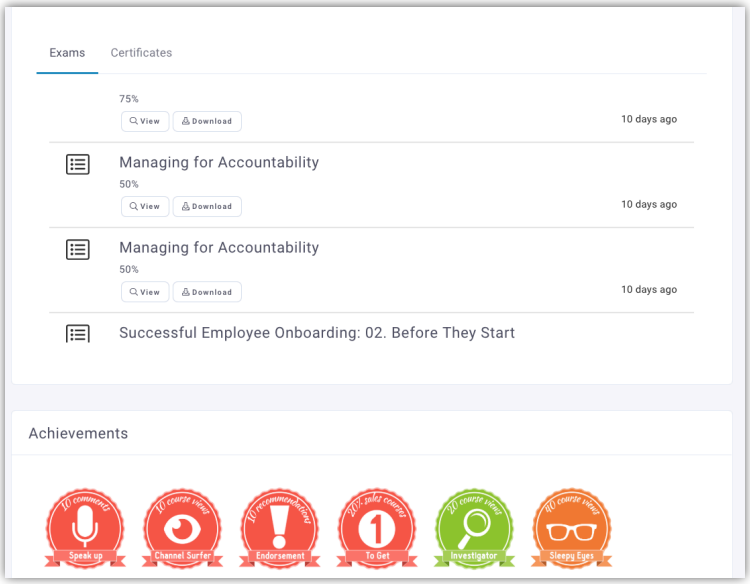
For a deeper look at your activity, click on Profile in the drop-down menu in the upper right-hand corner of your dashboard.



Inside your Profile you'll see your most recent actions in the **Recent Activity** section, which shows courses you've watched, what exams you've passed and/or failed, etc.

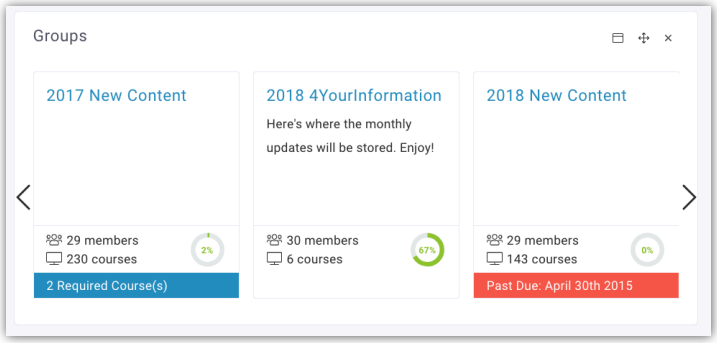


Below that you'll find **Exam History**, **Certificates** and any **Achievements** you've earned.



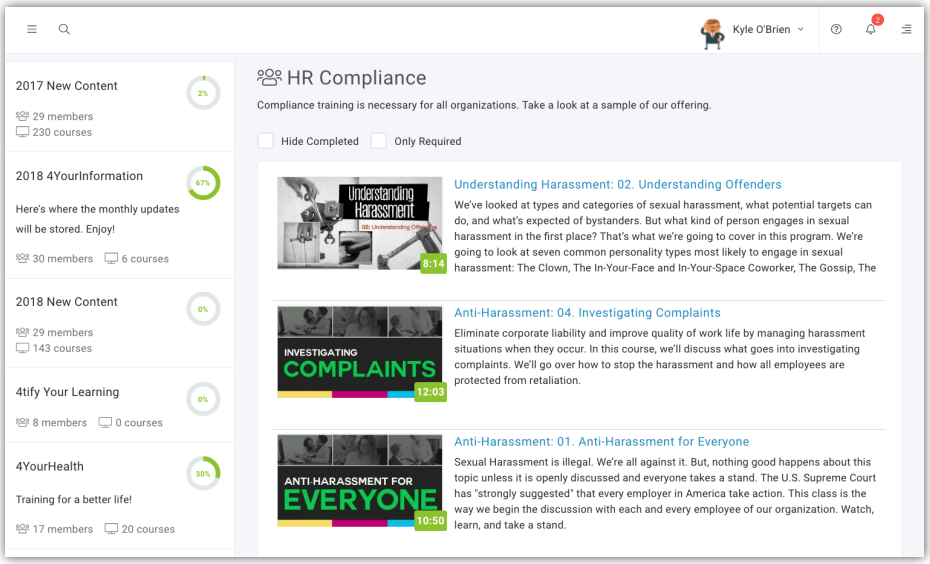
Groups

Groups make it easier for administrators to track and manage exactly what content certain users must be accountable for. When you are added to a group, you will receive notifications in your company email inbox as well as your **Inbox** section.



Each Group has a green progress wheel to help you see where you stand with the completion of a group and how many total courses and members there are. Below that, you will see the due date if there are required courses, including notifications of an assignment that is past due so you can catch up.

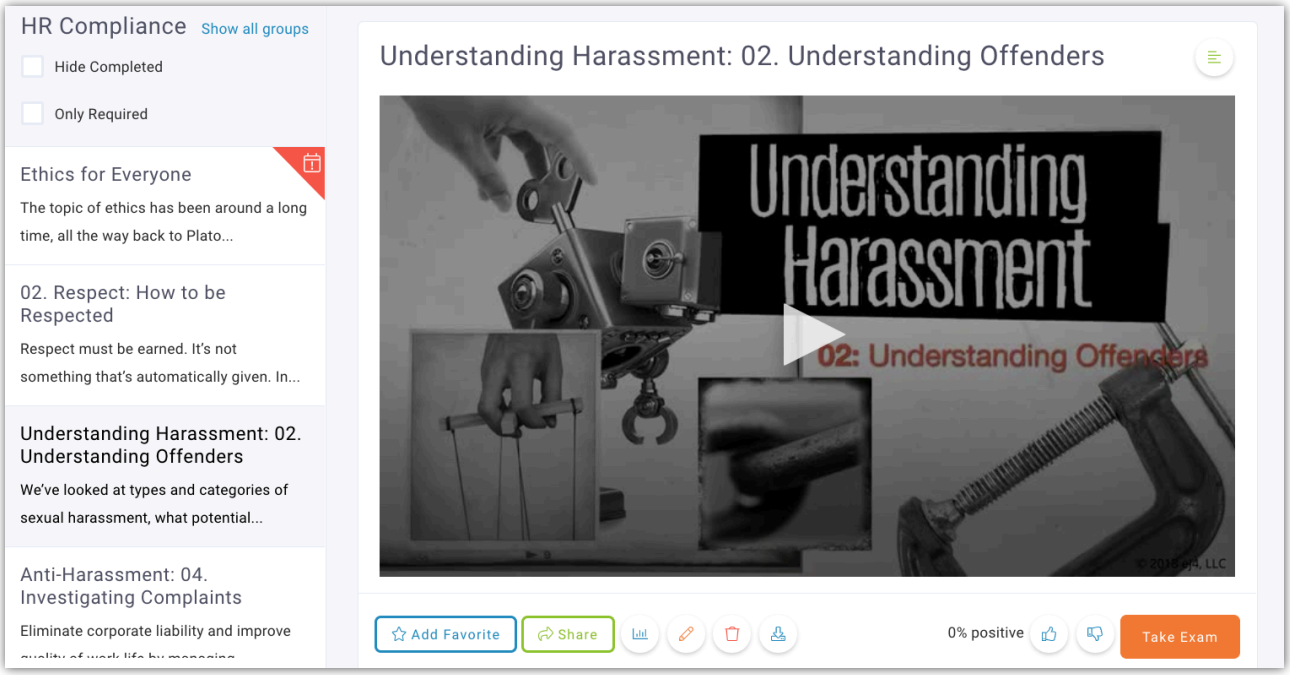
From the dashboard, use the left/right arrows to scroll through and see all of the Groups you belong to. Click on the Group title to open up all of the courses within the Group.



Click on a course title to watch a course in that group or browse through other Groups in the left-hand sidebar. You can also filter the course list in a group by hiding your completed courses or having it just display the required courses.

Course Page

After you click on a course tile, you're directed to the Course page.



Press the play button to start a course. As you're watching you can scroll down to find other resources.

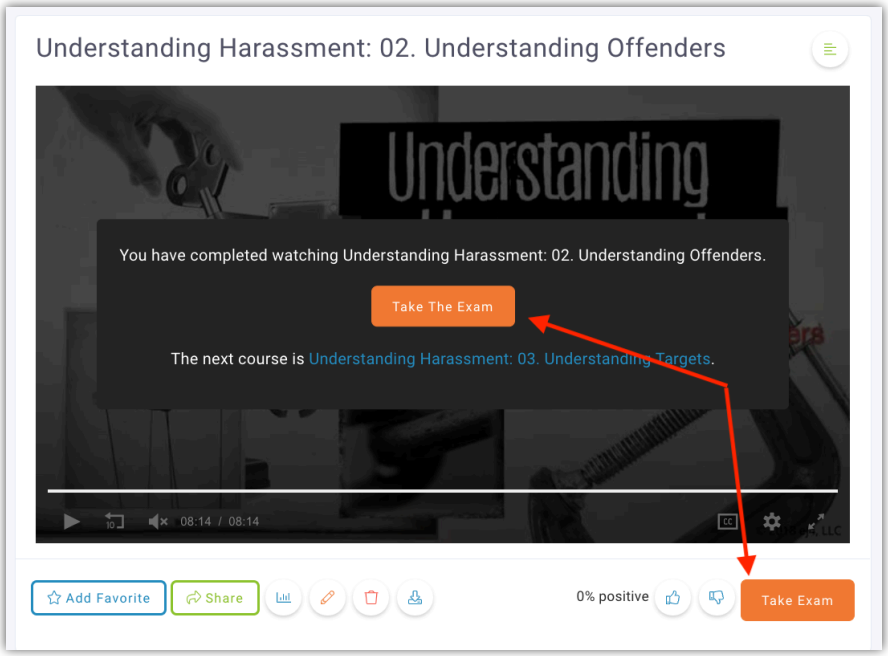
- **Favorites**: Bookmark this course to your dashboard.
- **Share**: Share this course with other users.
- **About**: Displays a brief description of the course.
- **Community**: View comments from other users, or leave a comment of your own.
- **Downloads**: Access student materials to help reinforce the lesson.
- **Notes**: Take down notes on a course. You will be able to edit, delete, or share any of your notes throughout the course.
- **Transcripts**: Access transcripts by clicking the the icon to the left of the course title.
- **Close Captions**: When playing the course, activate closed captioning by clicking the icon in the bottom right corner of the video.

View related courses using the panel on the left-hand side of the course.

Taking Exams

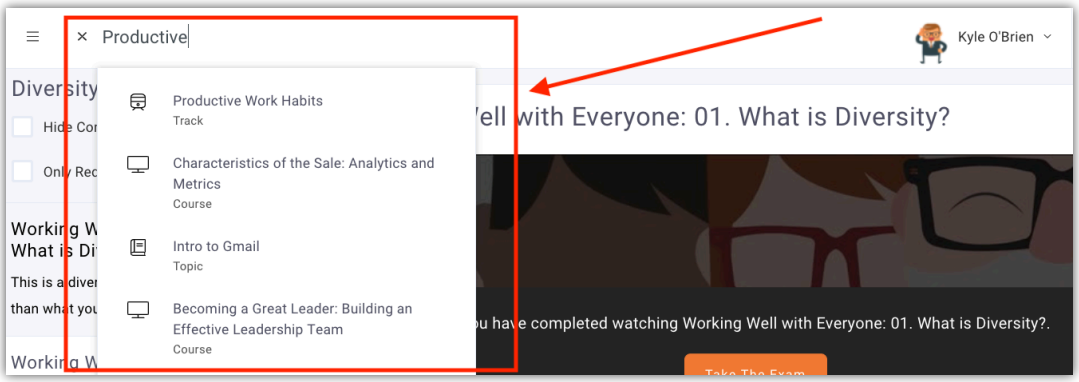
To take an exam, you have two options:

- Select the orange **Take Exam** button that's directly below the video player.
- After the course ends, a **Take Exam** button prompt appears onscreen so you can jump straight to the exam questions.



Searching for Content

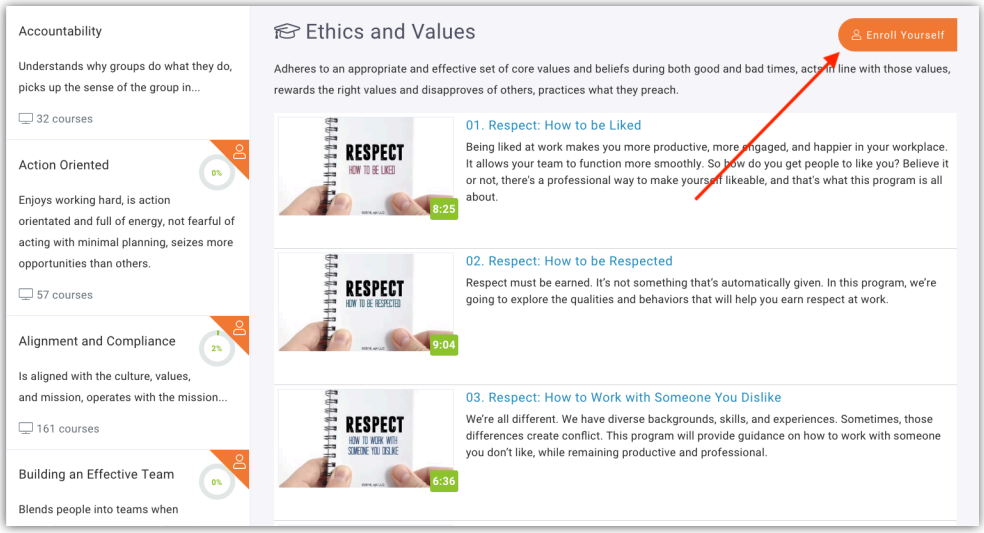
The search bar quickly loads keywords based off of your search and puts the results into four categories: Groups, Courses, Tracks and Topics.



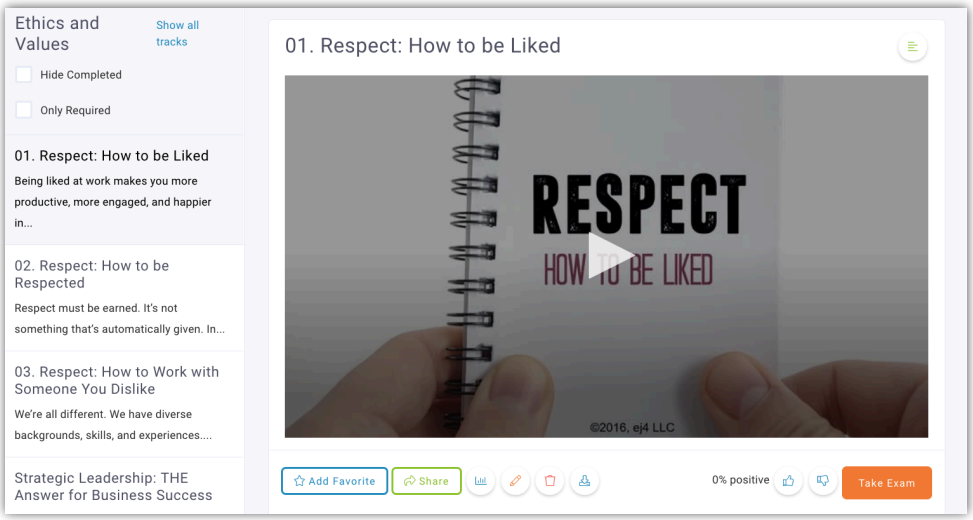
Tracks

Tracks are designed around specific learning competencies on areas such as accountability, business acumen, conflict management, customer focus, and so on. They're designed to encourage self-directed learning and skill development outside of your required learning.

As a user, you can enroll yourself into any of the 36 available Tracks at any time. To access them and enroll yourself, click **Tracks** from the main menu and choose a Track from the options available. Click the orange **Enroll Yourself** button to enroll.

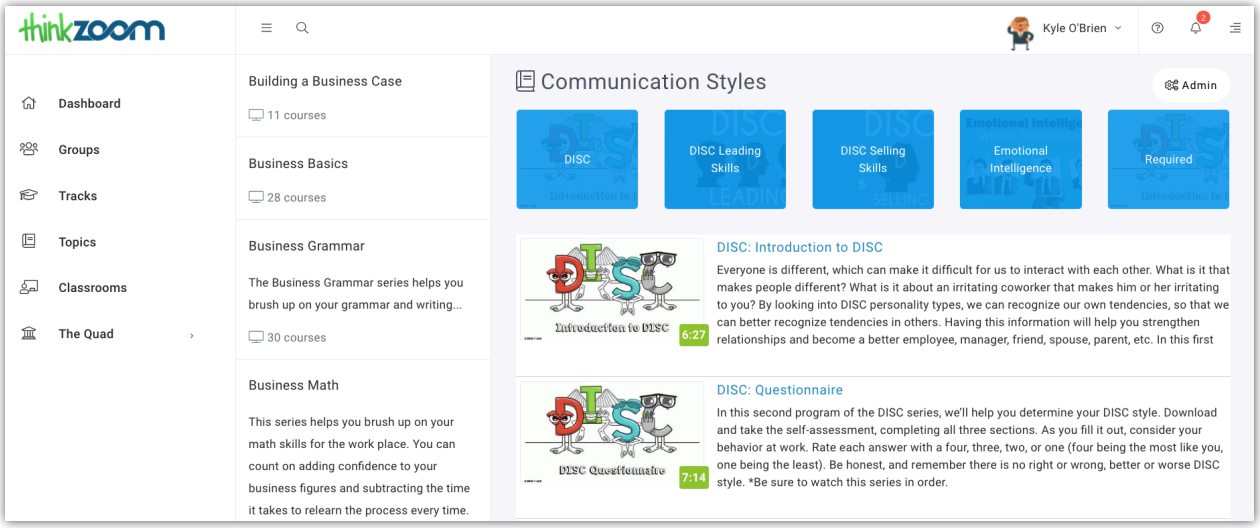


Once enrolled, click on a course in the Track. The page will refresh to show all of the other courses in that Track on the left-hand side to make it easier for you to continue learning that Track after you complete a course.

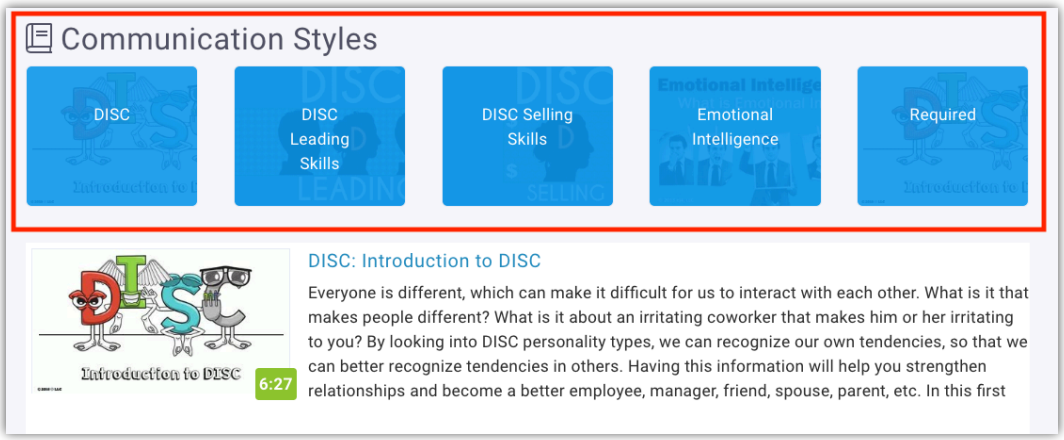


View Course Topics

To view all the courses in their respective topics, click on **Topics** from the main menu. The page will refresh with every topic listed alphabetically on the left-hand side, with whichever topic you choose appearing to the right of it.

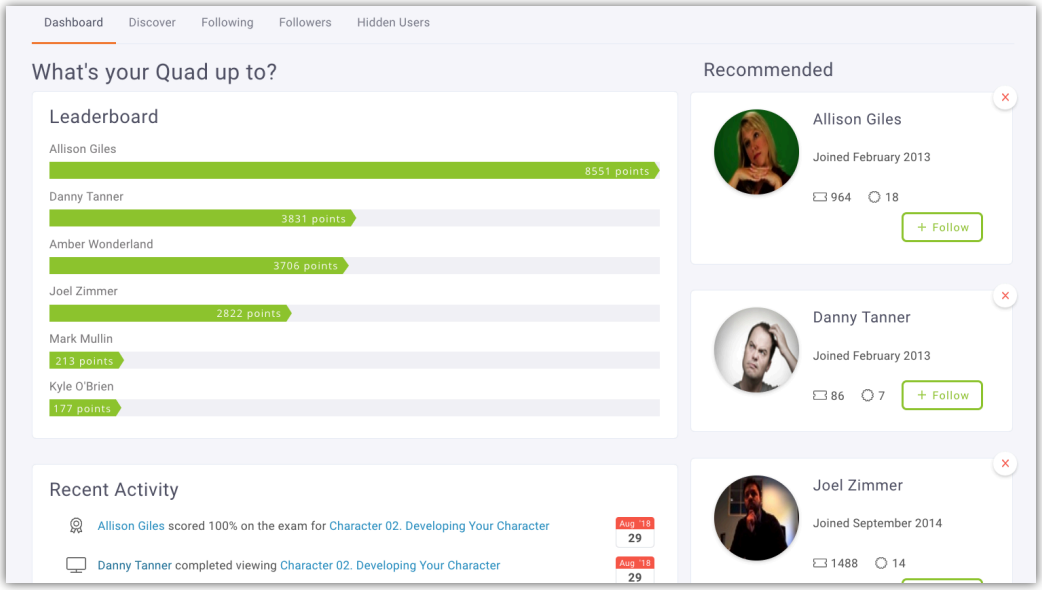


To jump quickly to a series that's tied to this topic, click one of the blue squares at the top. The page will then refresh and load with those associated courses.

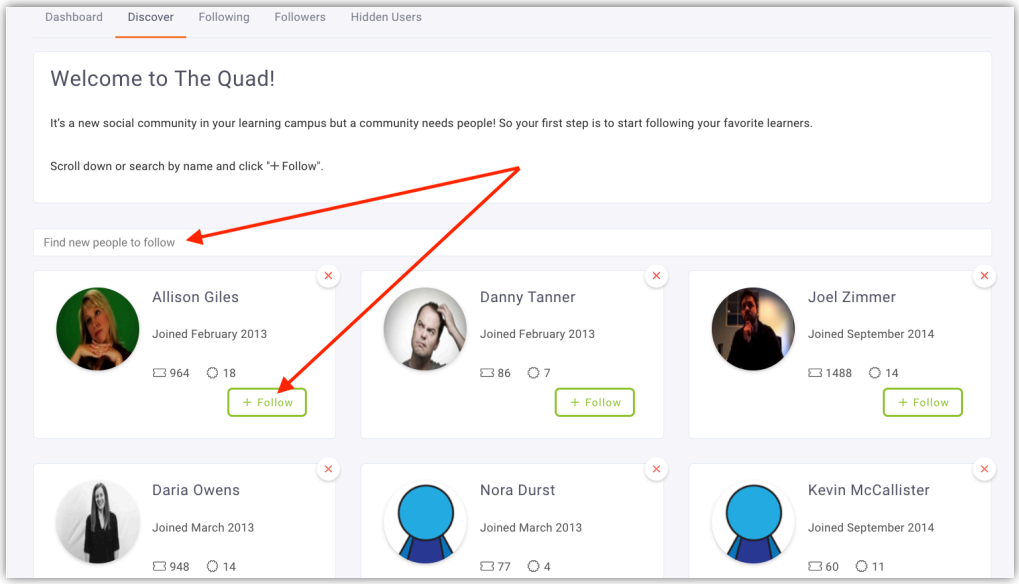


The Quad

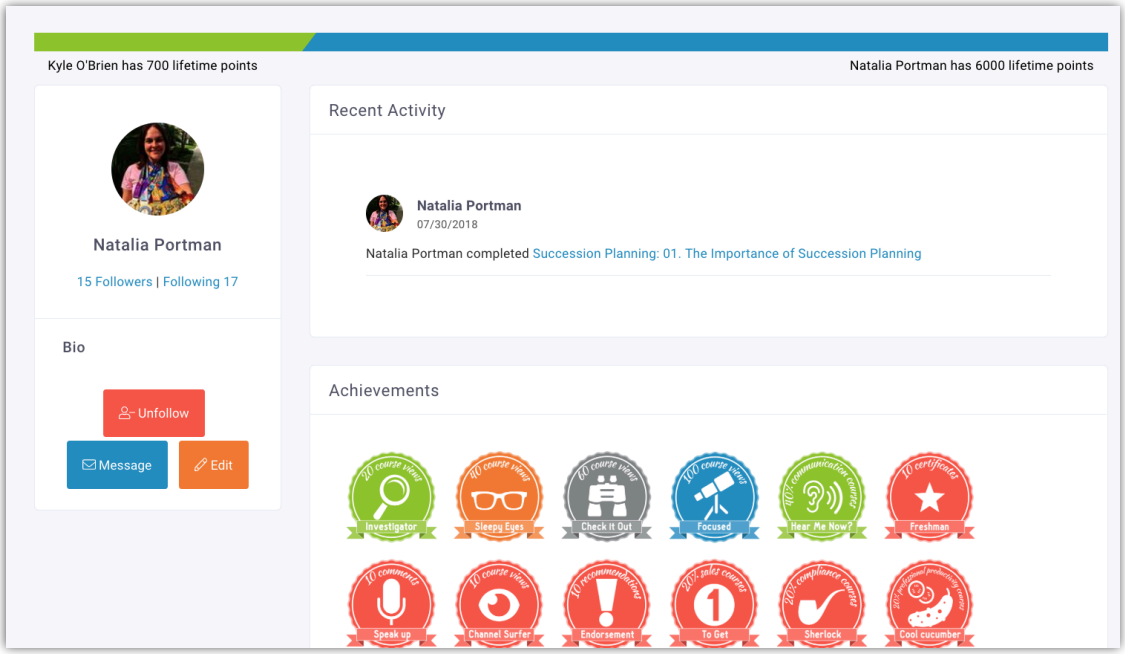
The Quad is your social learning playground where you follow other users and see what courses they watch, what badges they accumulate, exam scores and more.



To get there, select The Quad from the main menu and select from a number of options in the drop-down. From here, follow a user by clicking the green +Follow button on that user's slide. Use the Discover tab to find a user to follow. Click on Followers to see all users currently following you and select Following to see all the users you are currently following.



Click on a person's name to view their profile.



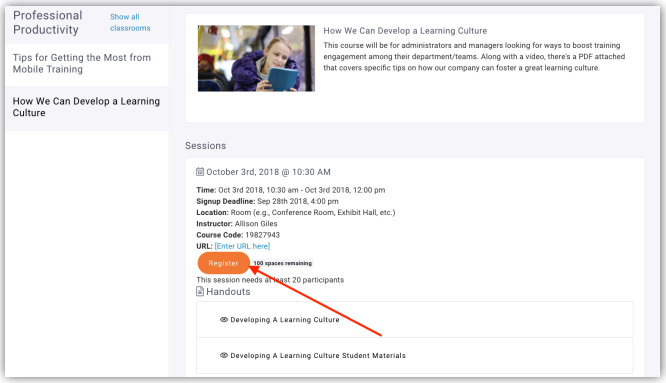
Inside their profile, you can see:

- **Recent Activity**: Shows the user's activities such as recent groups they joined, course views, and exam scores.
- **Lifetime Points**: A comparison bar above a user's profile of total points you have vs. how many they have.
- **Achievements**: Shows how many badges a particular user has earned.
- **Message**: Send a message to another user.

Classrooms

Classrooms is your hub for finding and registering for instructor-led training sessions. To register for one, click on **Classrooms** from the main menu to go here:

Select a topic from the left and then click on a session title to open up the registration instructions, location details, handouts, and more. To register for a session, click **Register** in the session details.



Questions?

For more on how to navigate your Thinkzoom account, click the Help icon at the top of your dashboard to find a suite of helpful how-to articles.

And as always, our friendly Support team at ej4 is here to answer any questions you have as well. Speak directly with a Support team member at 877-978-1350, or submit a support ticket here.