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Learn. Grow. Achieve.

Instructor-Led Training

The content of this presentation was the most up-to-date information available at the revision date. However, policies, procedures, and guidelines may be updated during an academic year. Please refer to the [University Policy website](#) for the most current version of these policies, procedures, and guidelines.

Revised 9/7/16

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What is DevelopWest?

- New professional development initiative funded by Dr. Marrero
- On-line: Can be accessed from any computer and most mobile devices
- Available anytime (24/7)
- Self-paced
- Supplement to instructor-led courses for UWG systems and business processes (i.e. PeopleSoft, ADP, etc.)

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How to Access

- www.westga.edu/developwest
 - Bookmark here!!
- Login using your UWG ID and Password
- Recommended browser = Google Chrome or Firefox
- Turn off pop-up blockers

Demonstration of DevelopWest for Users

- Users
 - Using the Catalog
 - Using My Plan
 - Monitoring progress
 - Searching for available material on a particular topic
 - Searching for an eBook

Demonstration of DevelopWest for Managers

- Managers
 - All functionality of a user
 - Ability to assign training to employees
 - Ability to run training reports

Live Support Feature



My Profile | Help | Log Out Select ▾

Quick Links ▾ **Recently Viewed ▾**

- Completed Courses
- Support ▶
- Admin
- Take a Virtual Tour ▶
- My Approvals
- Approval Manager

Live Help

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Search. Click. Learn.
Whether you're trying to answer a question, learn a new skill, or develop professionally, DevelopWest lets you quickly locate learning content aligned to your needs. Find the right resources. Create a customized learning plan. Learn from your peers. Experience a learning platform that truly puts your needs front and center. To get started, take a virtual tour.

- communicate with help desk personnel one-on-one

Please be cognizant that although you will be entering a one-on-one session with one of our support agents, they are simultaneously handling other users' requests in the Live Help forum

ACCESS LIVE HELP

Skillssoft Customer Support - Mozilla Firefox
https://skillssoftcustomercommunity.force.com/customer/LiveAgentPortal?chatt...

Skillssoft Support Community

Chat Live with Support

Click on the 'Chat Now' button to begin a conversation with a Support Specialist online.

Chat Support is available

Chat Now

On-Line Help Feature

Quick Links ▾

Recently Viewed ▾

See What's New

View My Plan

Browse The Catalog

2 📄



Christy Rabern

My Profile

Upcoming Events

Instructor Led Training Sessions 17

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Welcome to Skillport

Getting Started with Skillport 8

See the enhancements and improvements we've added in Skillport 8.

[Getting Started with Skillport](#)

[New Features in Skillport Learner](#)

System Requirements

Includes requirements for hardware, operating systems, supported browsers, and browser settings.

[System Requirements](#)

[Web Accessibility](#)

[Windows 7 Accessibility Information](#)

Support

Get support for accessibility and technical issues.

Accessibility Support Line

- Call our dedicated accessibility support line at **1-844-462-1278**.

Technical Support

- [Contact Us](#)

Print Documentation

View available learner print documentation for Skillport 8.

- [Skillport Learner Quick Start Guide](#)
- [Skillport Learner Quick Reference Card](#)
- [Skillsoft Learning App Quick Start Guide](#)
- [Skillport Mobile Quick Start Guide](#)

For PDF versions of these documents, see:

[Print Documentation for Skillport Learner](#)

[Print Documentation for the Skillsoft Learning App and Skillport Mobile](#)

Need Additional Information?

- Visit the DevelopWest Website http://www.westga.edu/training/index_3351.php
 - User Guides
 - Tips

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Contact Information

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