

STUDENT MANUAL

September 2019 / Version 11.2

CONTENTS

1. ABOUT

2. GETTING STARTED

Login

Welcome Page

3. MANAGING ACCOUNT

Add License

Change Password

4. APPLICATION LAYOUT

Side Panel

5. NAVIGATE TO A COURSE

Search

Keyboard Shortcuts

6. LINK WITH INSTRUCTOR

7. ASSESSMENTS

Pre-Assessment

Practice Tests

Test Prep

Custom Test

My Selection

Auto Selection

Post Assessment

Graded Assessment

Flashcards, Quizzes, And Exercises

Cards

Quizzes

Exercises

How To View Progress Made In Flashcards, Quizzes, Exercises, And Labs

To View The Progress Made In Flashcards

To View The Progress Made In Quizzes, Exercises, And Labs

Bottom Bar While Navigating Through Assessments

Side Panel In Assessments

If Your Tests Are Pending

How To View Test History Of Assessments, Quizzes, Exercises, And Practice Tests

8. CHAPTERS AND LESSONS

Text-To-Speech

Maximum Time Spent

Table Of Contents

9. FEATURES AVAILABLE IN E-BOOK

Bookmark, Confidence, And Notes

Annotations

Search From Wikipedia

Search From Google

Side Panel

Bottom Bar

Next Steps

10. PERFORMANCE-BASED LABS

Interactive Transcripts

TERMINAL

11. STUDY PLANNER

 Navigate To Study Planner

12. HELP SECTION

1. About

uCertify courses and lab are ADA (Americans with Disability Act) compliant. They are accessible to students with features such as:

- Change the font, size, and color of the course content.
- Text-to-speech, reads the text into spoken words.
- Interactive videos, how-tos videos come with transcripts and voice-over.
- Interactive transcripts, each word is clickable. Students can clip a specific part of the video by clicking on a word or a portion of the text.

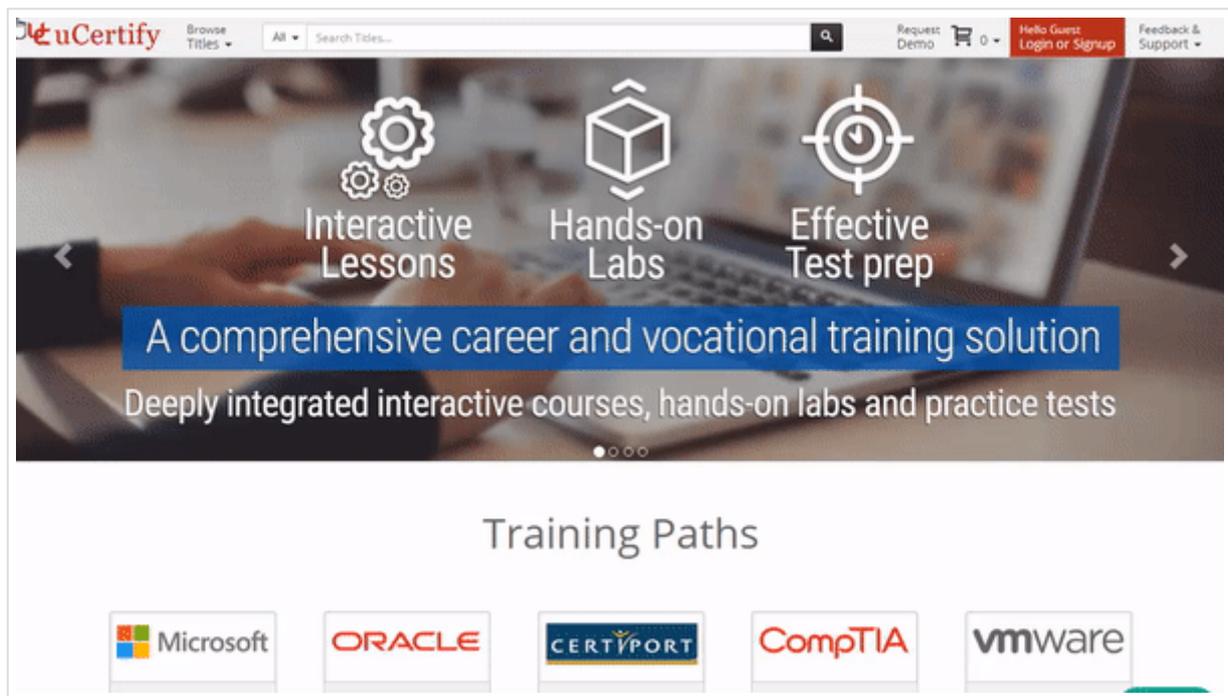
JAWS (Job Access with Speech) is a computer screen reader program for Microsoft Windows that reads the screen either with a text-to-speech output or by a Refreshable Braille display. Student can easily navigate uCertify course using JAWS shortcut keys.

2. Getting Started

Login

You can log in to the application using the following options:

- Facebook
- Google
- Yahoo
- Amazon
- Email address and Password



GIF 1.1: Displaying uCertify Login Window

Welcome Page

After successfully logging into your account, you will be redirected to the **Welcome Page** with three buttons:

- **Home Page** - Clicking on the **Home Page** button will take you to uCertify's home page.
- **My Library** - Clicking on the **My Library** button will take you to your library section where you can find your purchased courses.
- **Previous Page** - Clicking on the **Previous Page** button will redirect you to the previous page.

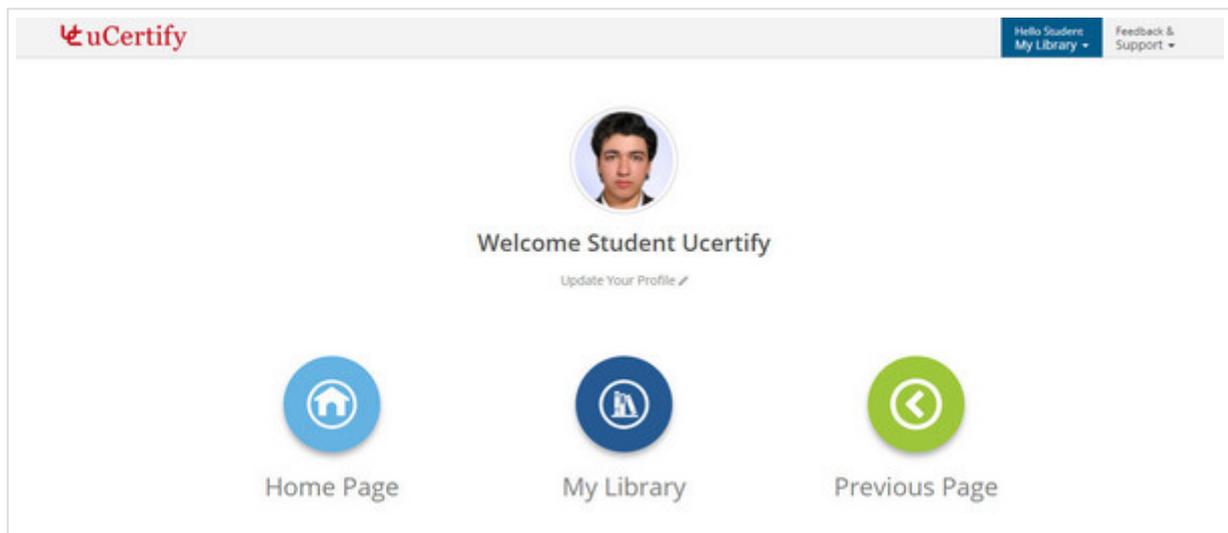


Figure 1.1: uCertify Welcome Page

3. Managing Account

Add License

To add license of a course follow the steps listed below:

- Click the **My Library** button.

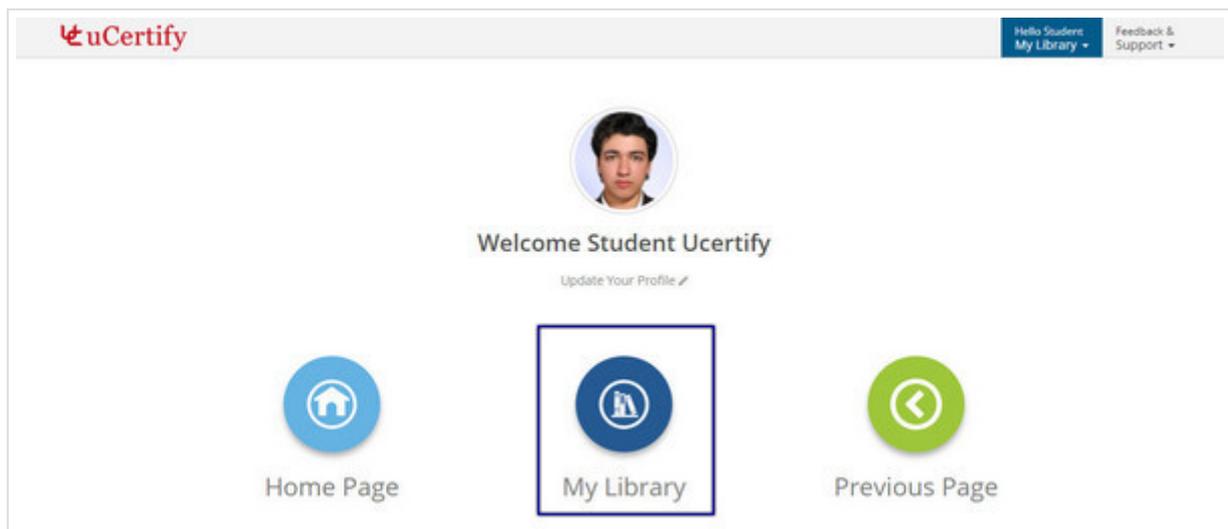
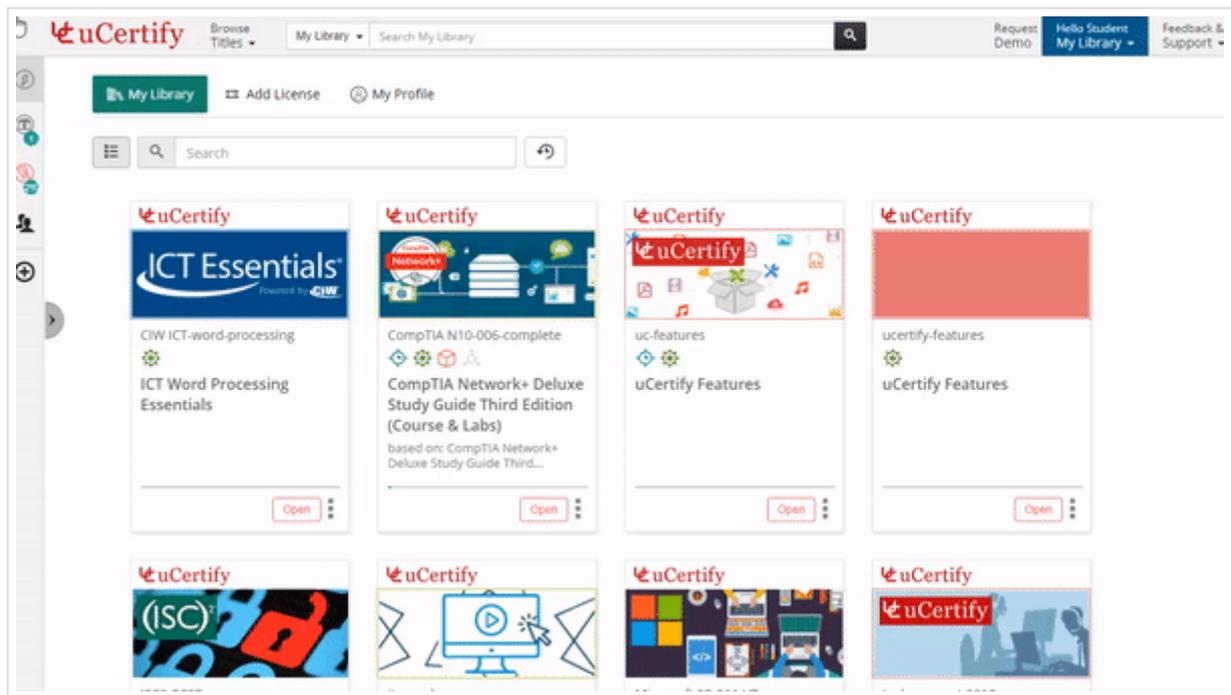


Figure 2.1: My Library Button

- Click the **Add License** tab.



GIF 2.1: Adding Course License

- Type **16-digit Access Code**, select the desired type to study the course and click the **Validate** button.

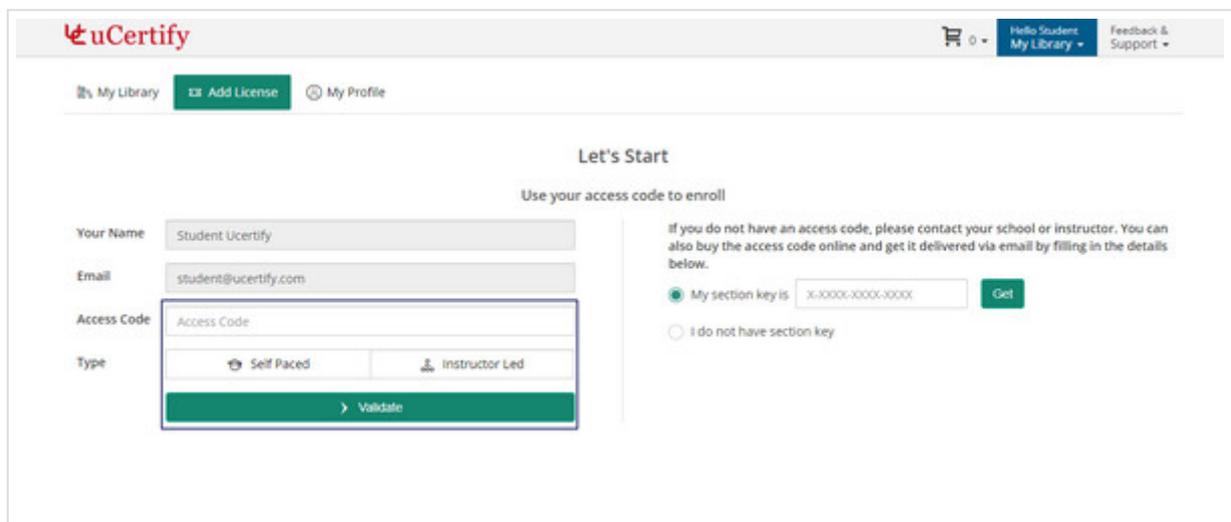


Figure 2.2: Add License Page

- If you have selected the **Self Paced** type, then after clicking the **Validate** button, the **course enrollment** page will be opened. Click the **Enroll** button to enroll in the course.

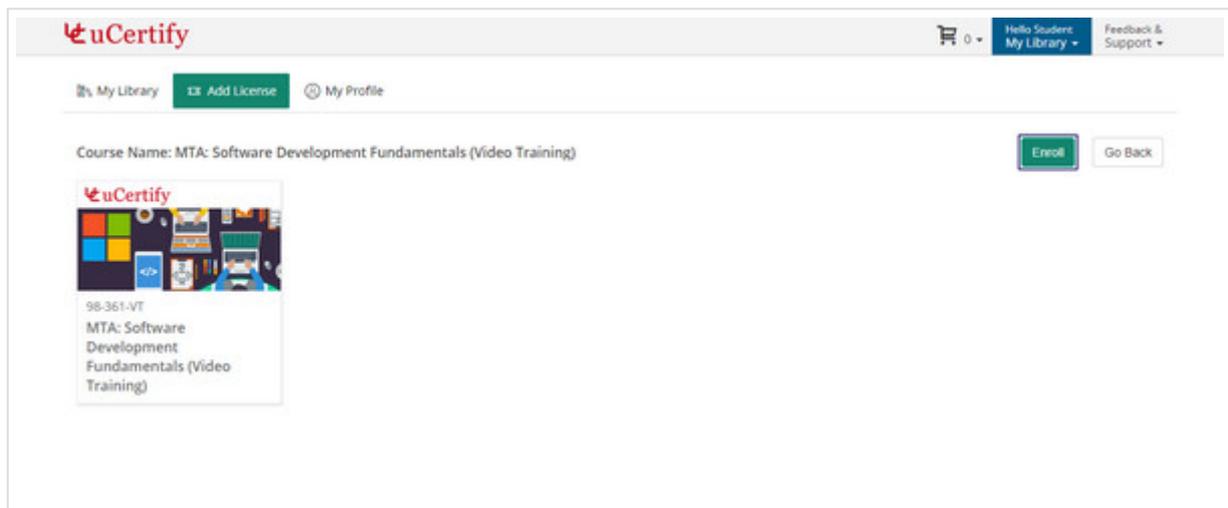


Figure 2.3: Course Enrollment Page in Self Paced Mode with Enroll Button

- If you have selected the **Instructor Led** type, then after clicking the **Validate** button, the **course enrollment** page will be opened. Type the provided section key in the **section key** box or select the **I will add section key later** option from the drop-down and click the **Enroll** button to enroll in the course.

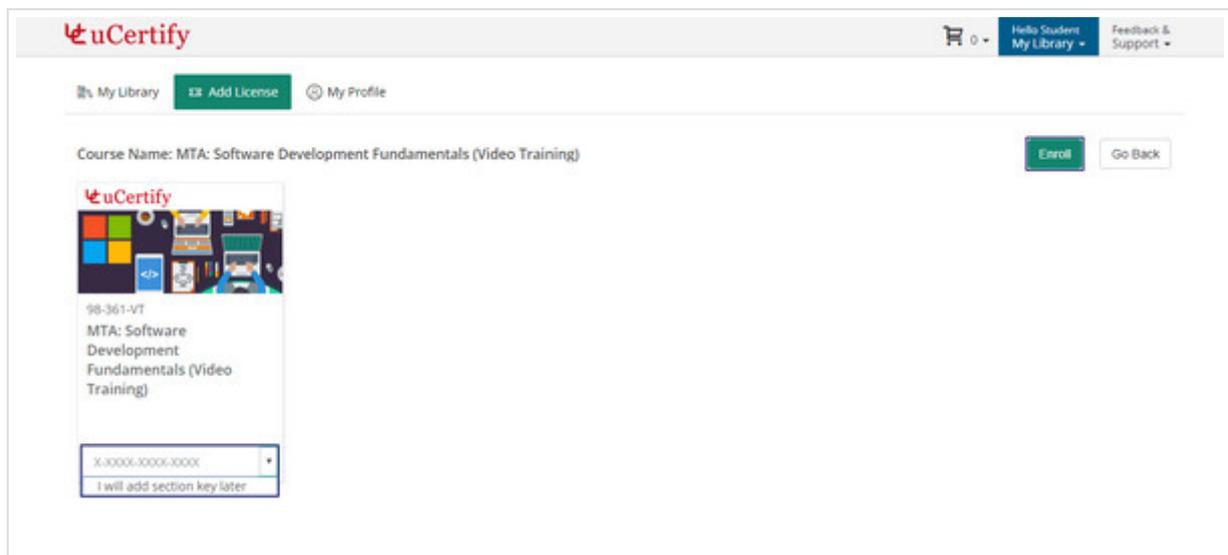


Figure 2.4: Course Enrollment Page in Instructor Led Mode with Section Key Option and Enrollment Button

- To buy an access code online and get it delivered via email, type section key in the **section key** box and click the **Get** button.

Figure 2.5: Add Licence Page with Section Key Box and Get Button

- Click the **Buy Now** button under the course name and you will be redirected to the **cart** page.

Figure 2.6: Add Licence Page with Course Buy Now Button

- If you do not have the section key, select the **I do not have section key** option. Click the **Buy Now** button and you will be redirected to the **Top Courses** page.

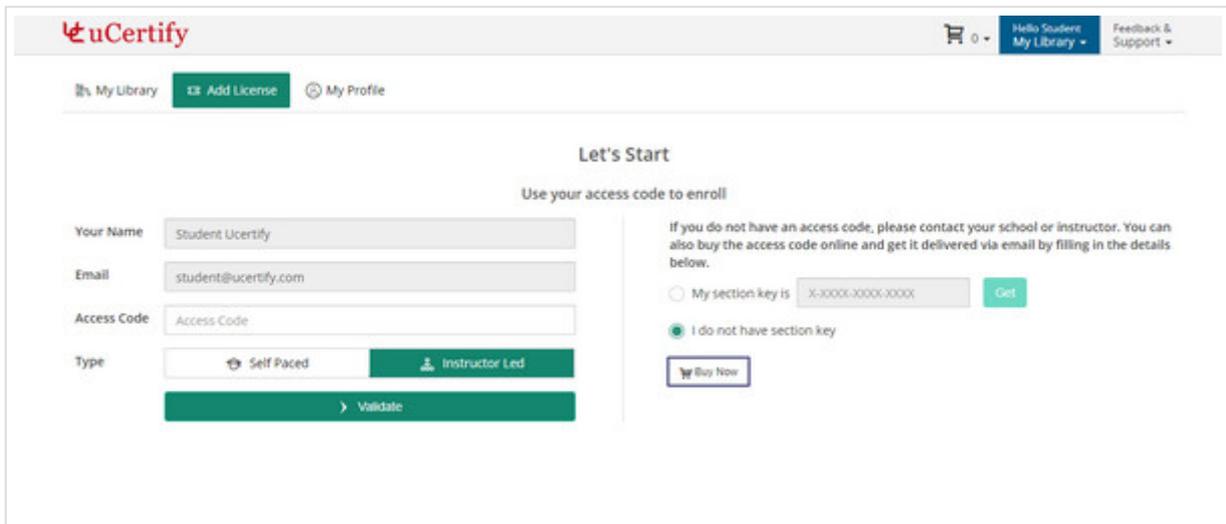


Figure 2.7: Add Licence Page with Buy Now Button

Change Password

You can change the password of your account by following steps listed below:

- Click on the **My Profile** tab.

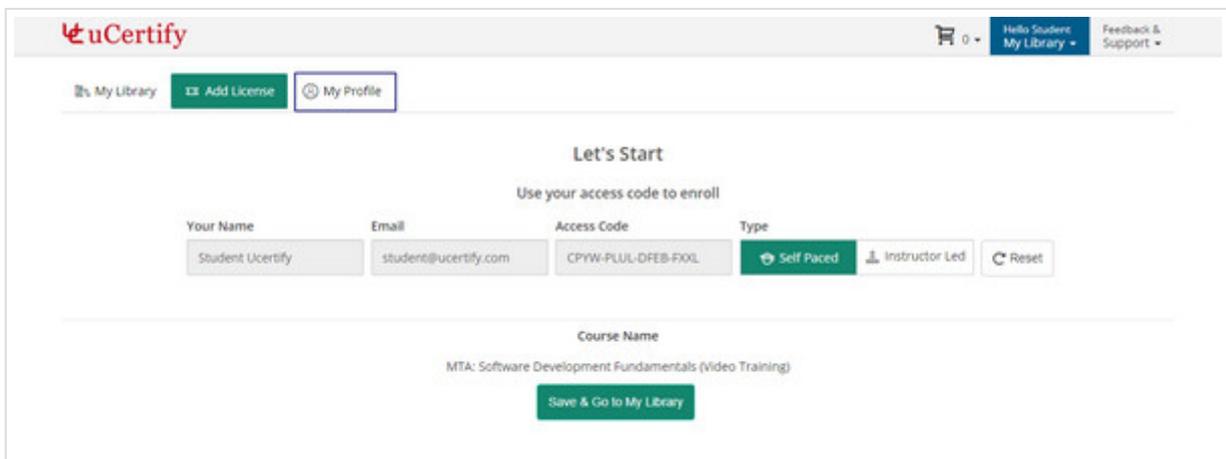


Figure 2.6: My Profile Tab

- Click the **Change Password** tab.

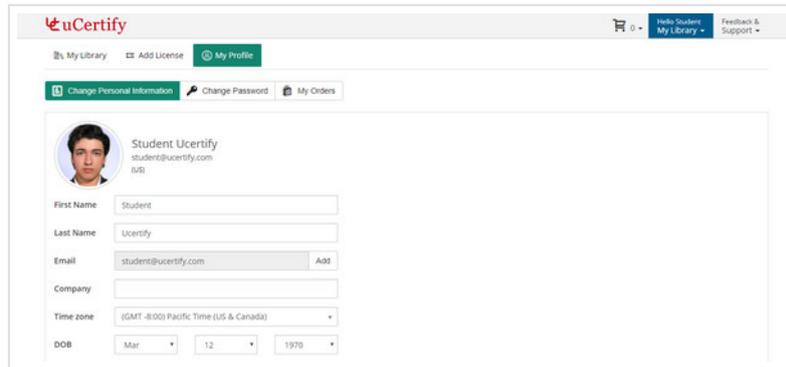


Figure 2.7: My Profile Page with Change Personal Information Tab

- Type the desired password against respective columns and click the **Save** button to commit changes.

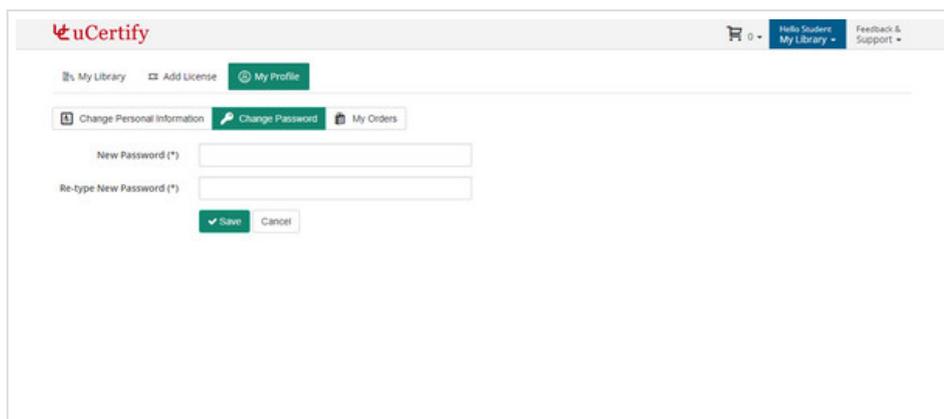


Figure 2.8: My Profile Page with Change Password Tab

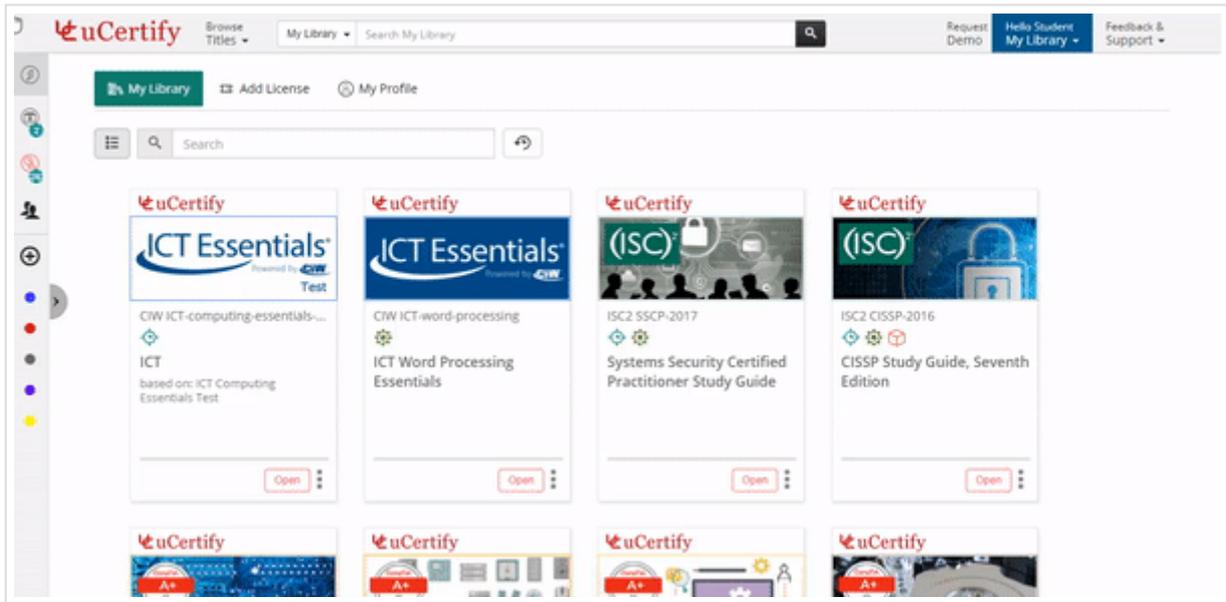
4. Application Layout

Side Panel

You can organize multiple courses in your library with the help of side panel. It comprises of pre-defined groups:

- **Active** - All the active courses will be shown here.
- **Archived** - If you have archived any course, then it will be shown here.

You can archive a course using the **Move to Archive** option. Click the **three-dots** menu next to the **Open** button and select the **Move to Archive** option.



GIF 3.1: Moving a Course to Archive

- **Expired** - All the expired courses will be shown here.
- **Ungrouped** - All the courses, which does not belong to any group will be shown here.

So, if you have multiple courses in your library you can easily manage it under these categories. You can even create custom groups to organize it further.

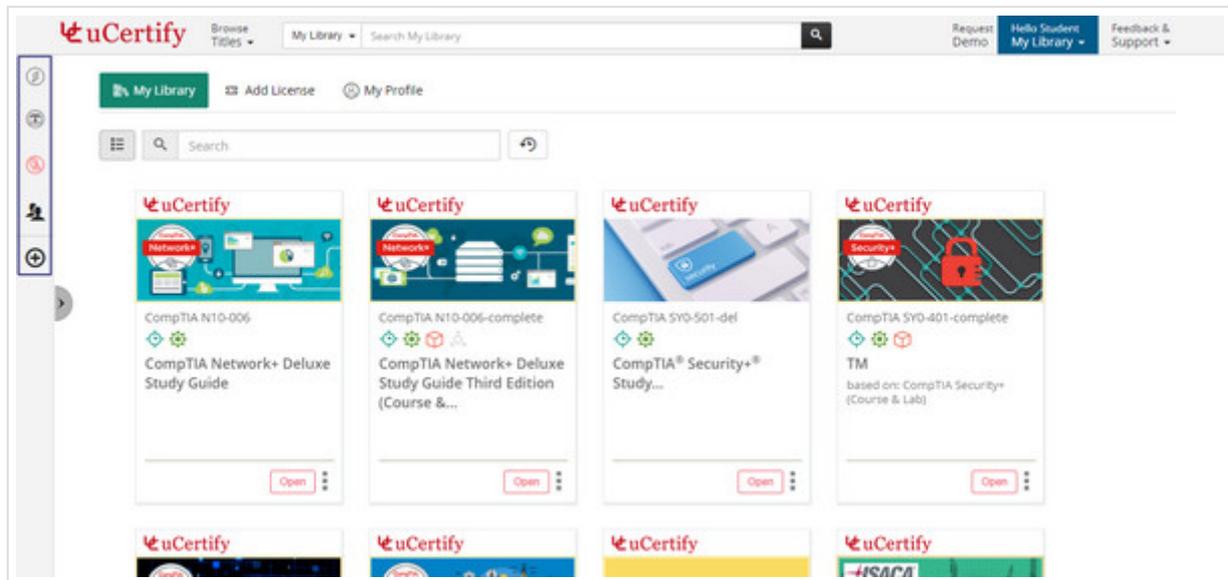
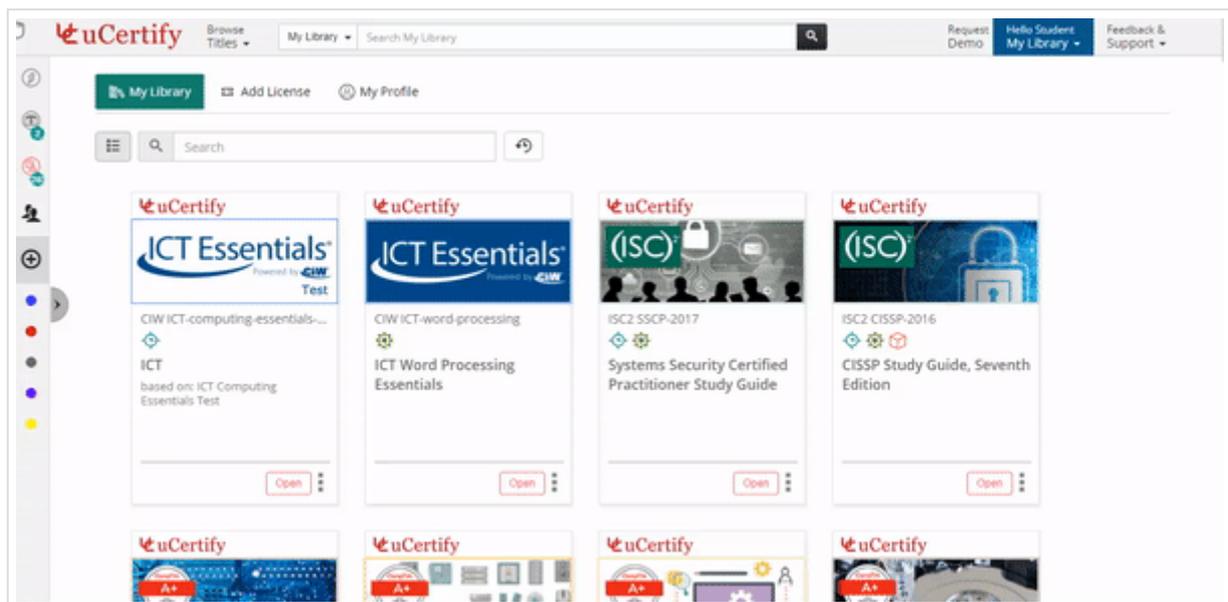


Figure 3.1: My Library Page with Pre-Defined Groups

Go to **My Library** and click the **Add group** button.



GIF 3.2: Creating a Course Group

Type the name for the group of courses, which you want to create. Pick a color to identify your group and select the required courses for your group.

Finally, click the **Add** button to create the group. You will observe a colored bullet below the **Add group** button. You can also add courses to the group by dragging the desired course and dropping it in the respective course group.

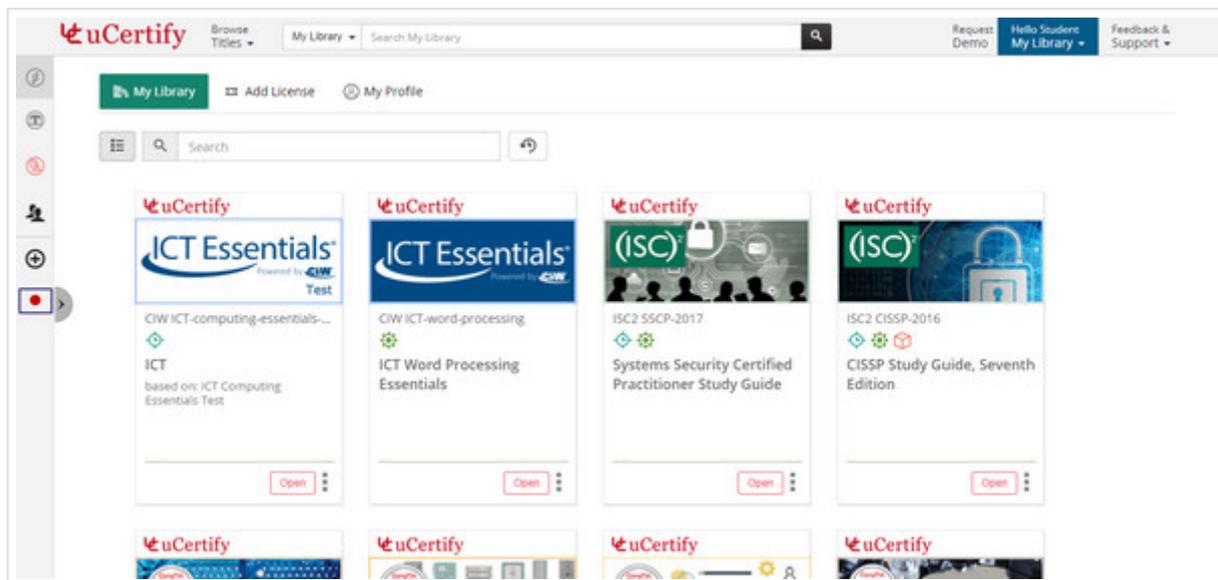


Figure 3.2: My Library Page with Course Group

To edit the details of the group or to delete the desired group, click the **side panel** and click the **pencil** icon to edit the details or click the **delete** button to delete the group.

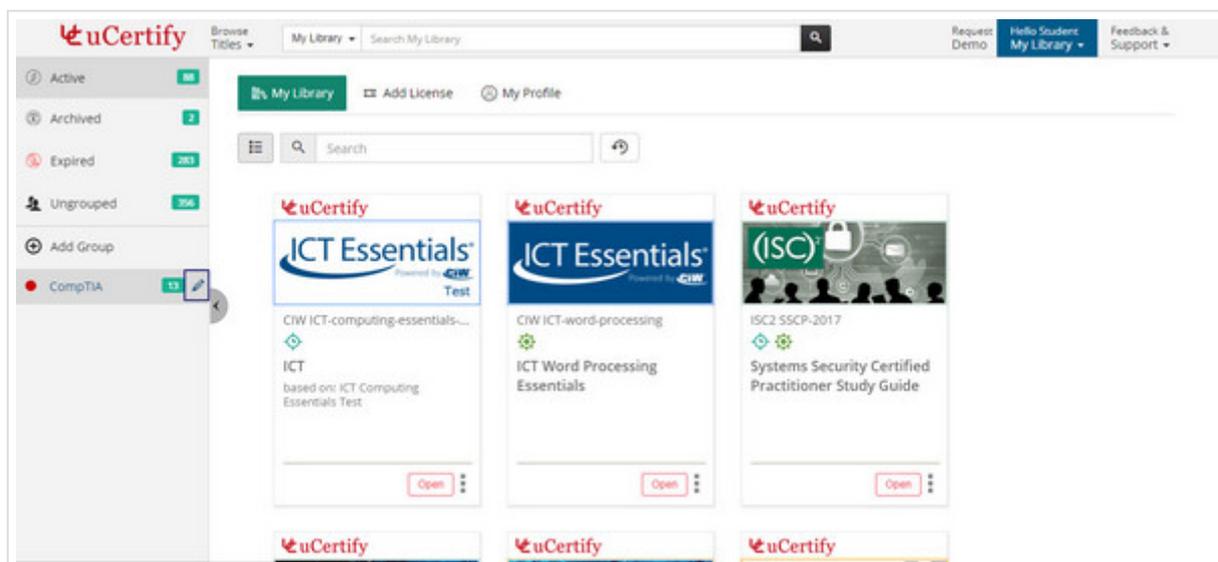


Figure 3.3: My Library Page with Edit Course Group Option

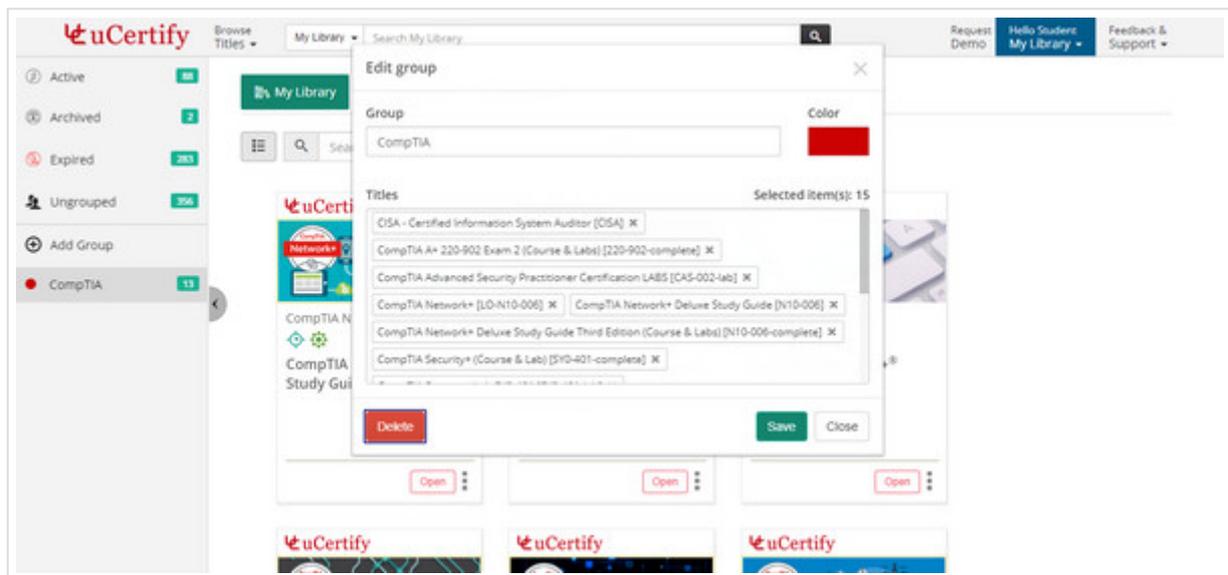


Figure 3.4: Edit Group Modal Box with Delete Course Option

5. Navigate to a Course

Search

You can search any course using the **Search** textbox. To search any course or lab, type the desired course name in the textbox. Click the **Open** button to load the desired course.

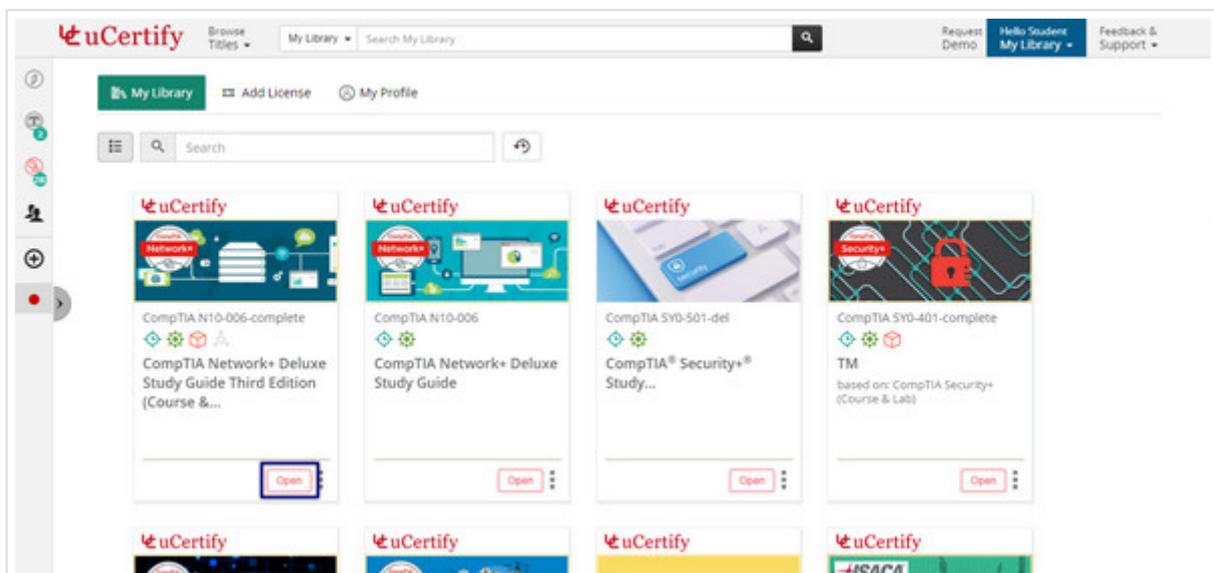
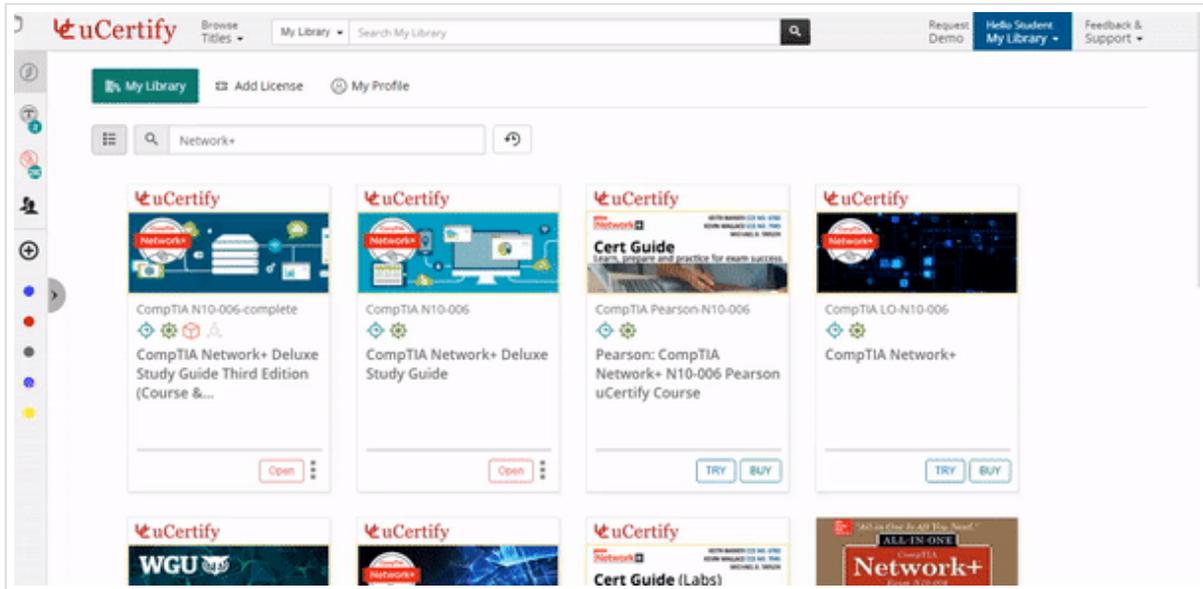


Figure 4.1: My Library Page with Open Course Button

On clicking the **Open** button, it will take you to the dashboard of the course.

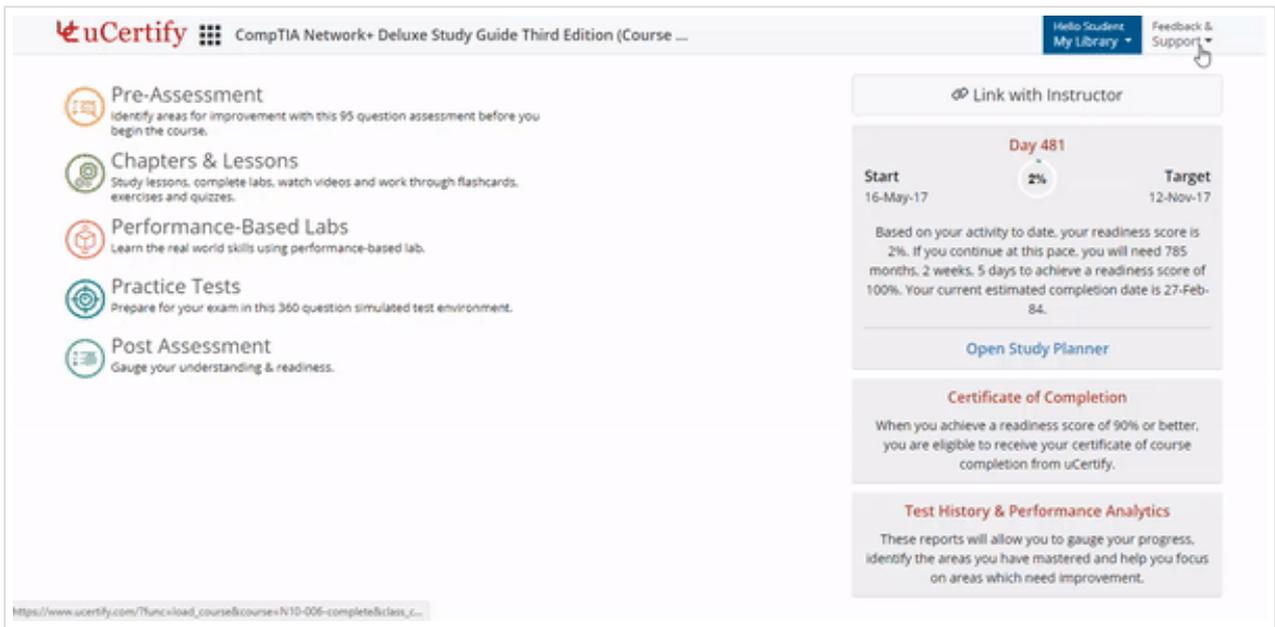
Note: The options available may vary from course to course.



GIF 4.1: Opening Course Dashboard

Keyboard Shortcuts

For enhanced accessibility, you can use the keyboard shortcuts. To view keyboard shortcuts, click the **Feedback & Support** drop-down and select the **Keyboard Shortcuts** option.



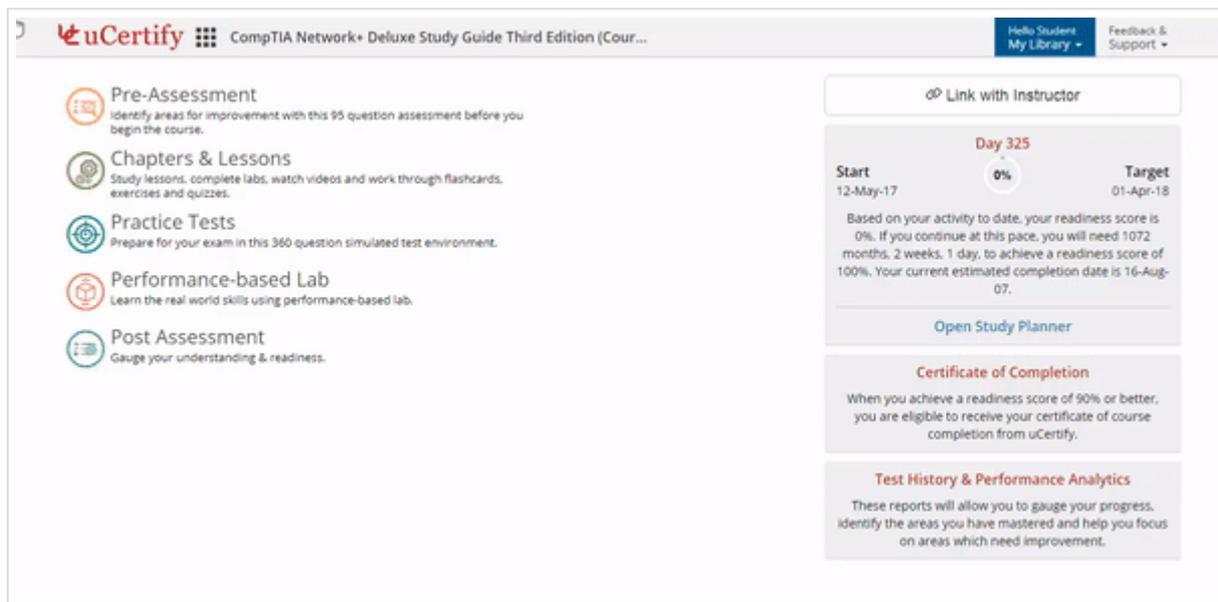
GIF 4.3: Viewing Keyboard Shortcuts

Shortcuts	Description
Alt+G	Course Navigation menu
Left/Right Arrow	Move within navigation menu
Up Arrow	Page Up
Down Arrow	Page Down

Table 4.1: Keyboard Shortcuts

6. Link with Instructor

After the successful enrolment into a course, you will receive an email from **uCertify support**. Open the email, select and copy the **Section Key**. Click the **Open** button to open the course. On the **Course Dashboard**, click the **Link with your instructor** button on the top right side of the page.



GIF 5.1: Linking the Course with Instructor

Enter the section key shared by the instructor and click the **Add** button. This links your course with the instructor.

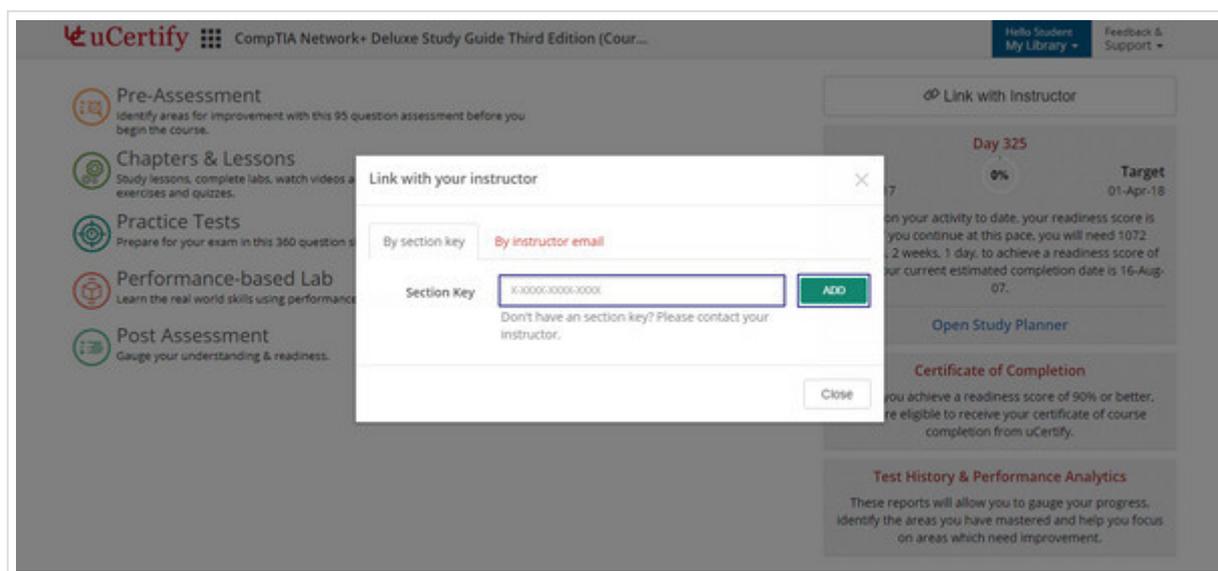


Figure 5.1: Course Dashboard with Link with your instructor by Section Key Option

You can also link with your instructor by using his/her email address. Click the **By instructor email** tab in the **Link with your instructor** modal box. Type instructor's email in the **Instructor's email** box, and click the **Send Request** button.

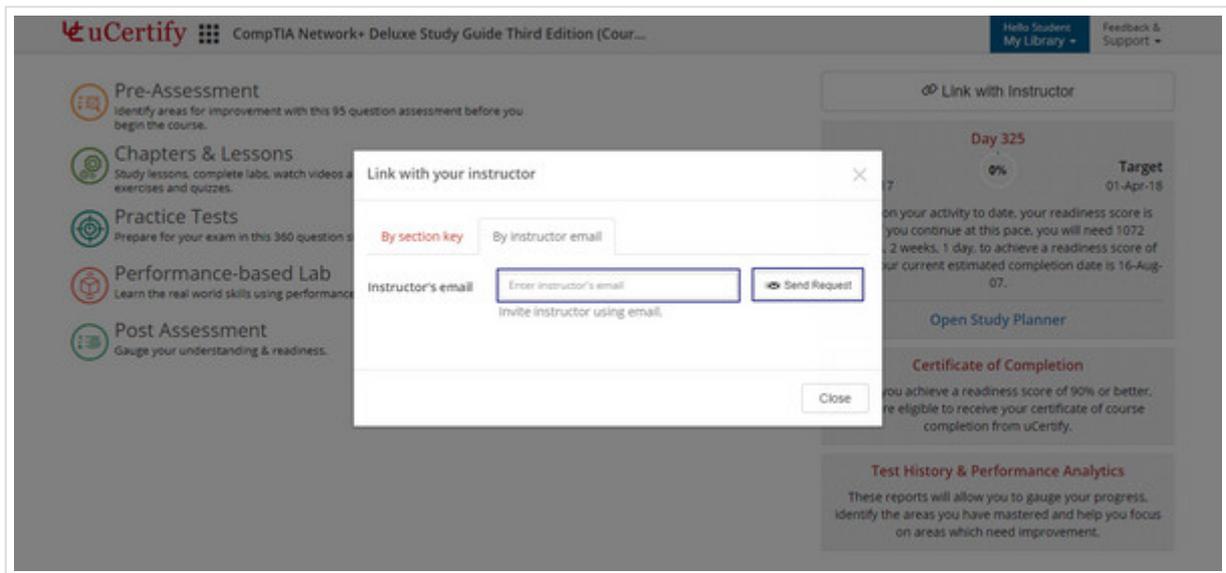


Figure 5.2: Course Dashboard with Link with your instructor by Instructor's email Option

When instructor will approve you as his/her student, you will be linked to the instructor.

7. Assessments

We've following modes of assessment for every course:

- Pre-Assessment
- Practice Tests
- Post Assessment
- Graded Assessment

Note:The **Graded Assessment** tab will be visible only when your instructor has created assessments for the section.

Shortcuts	Description
R	To navigate to item list
Space bar	To view the explanation of the question in the Learn mode

Shortcuts	Description
P	To view previous item or activity
N	To view next item or activity
X	To open case study in exhibit
Ctrl+?	To open settings modal box
C	To mark answer as correct
I	To mark answer as incorrect
X	To open case study in any assessment
Z	To end assessment
Corresponding alphabet or number	To answer multiple choice questions

Table 4.1: Keyboard Shortcuts

Pre-Assessment

Pre-Assessment provides you a set of questions to identify your areas for improvement before you begin the course. To navigate to **Pre-Assessment** questions, click the **Pre-Assessment** tab on the **Dashboard** or select the **Pre-Assessment** option from the **Course Navigation** menu.

Note: The options available may vary from course to course.

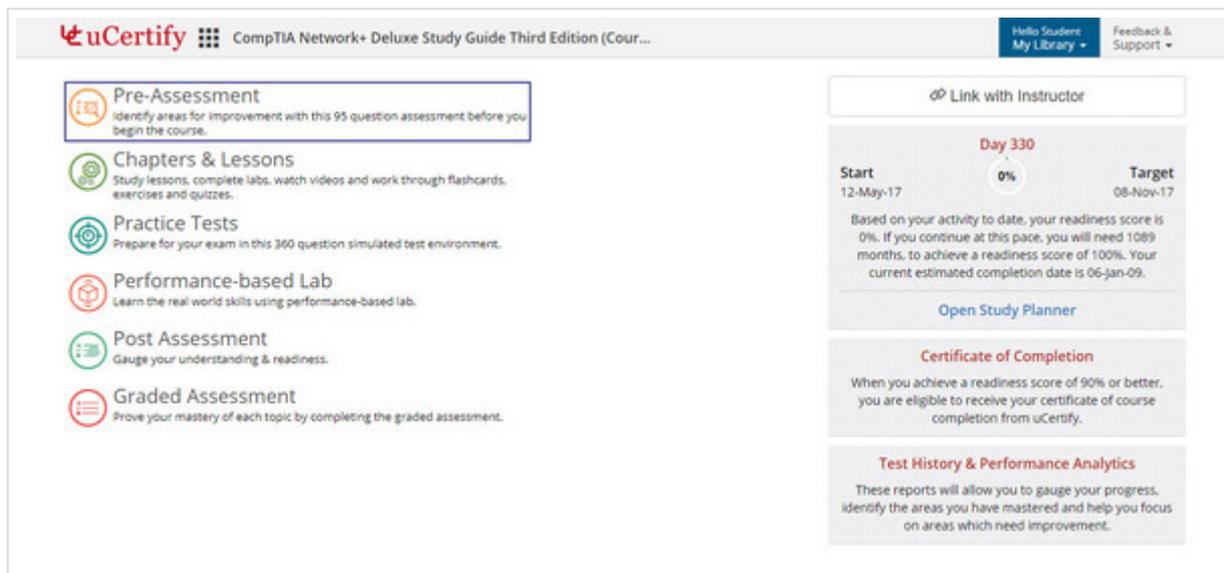
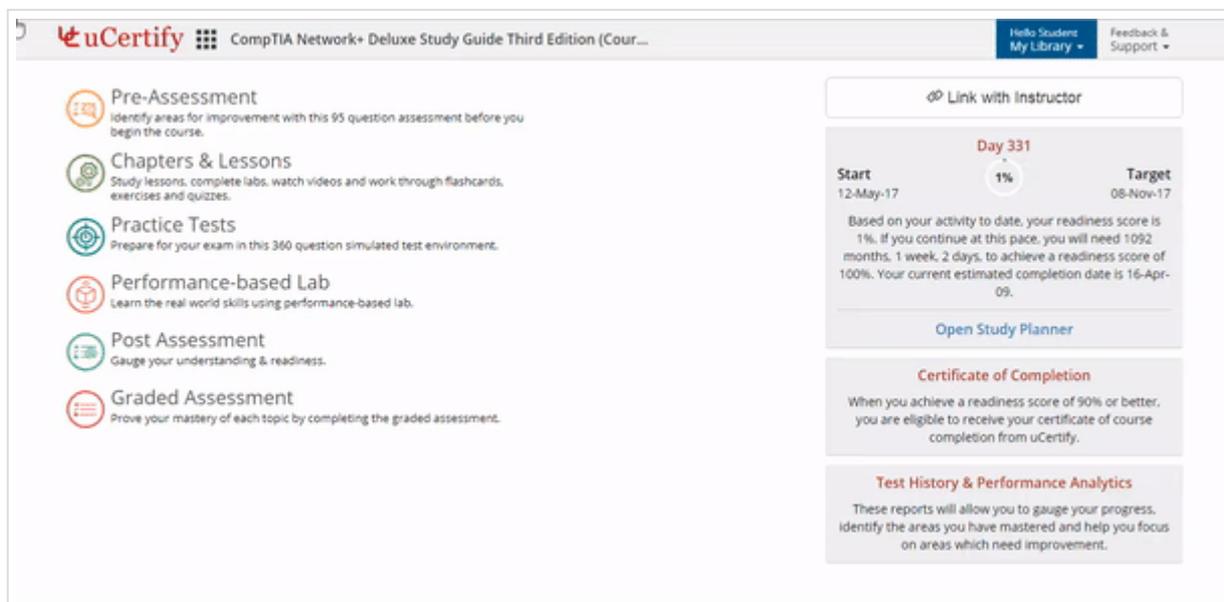


Figure 6.1: Course Dashboard with Pre-Assessment Tab



GIF 6.1: Opening Pre-Assessment Page

The **Pre-Assessment** page will open.

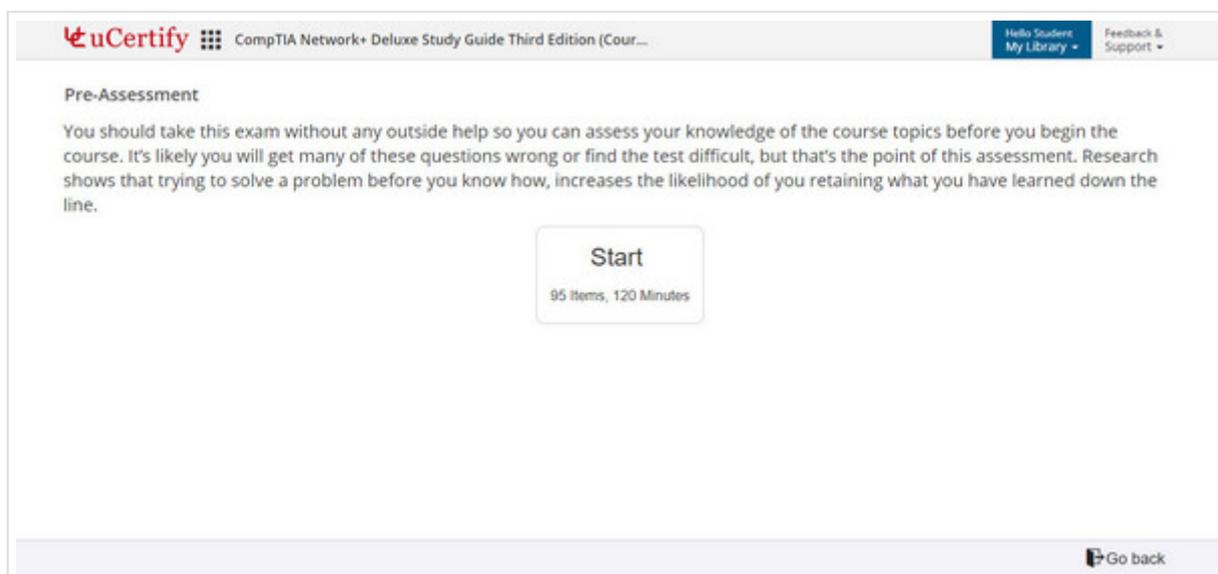


Figure 6.2: Pre-Assessment Page with Start Button

Click the **Start** button to begin the test.

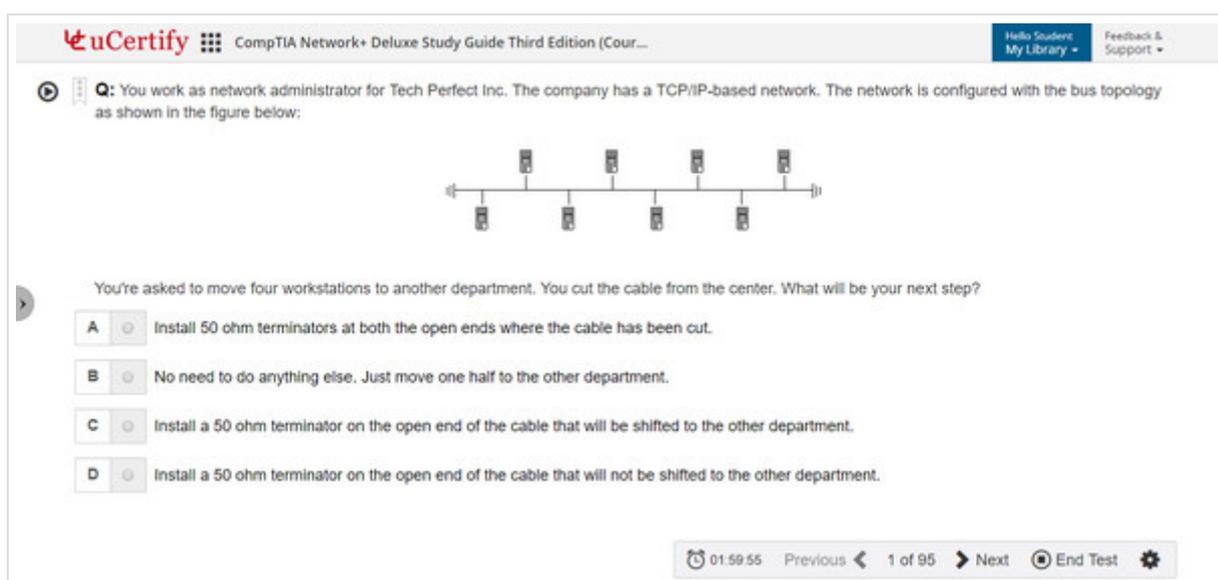


Figure 6.3: Pre-Assessment Question

Pre-Assessment provides you a set of questions to identify your areas for improvement before you begin the course. To navigate to **Pre-Assessment** questions, click the **Pre-Assessment** tab on the **Dashboard** or select the **Pre-Assessment** option from the **Course Navigation** menu.

Note: The options available may vary from course to course.

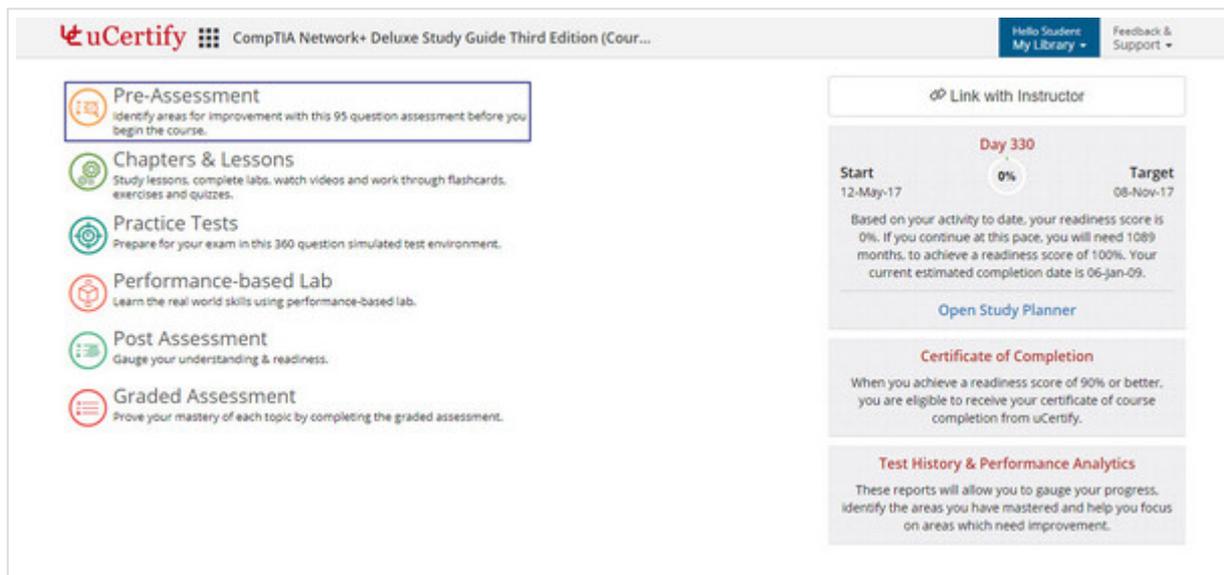
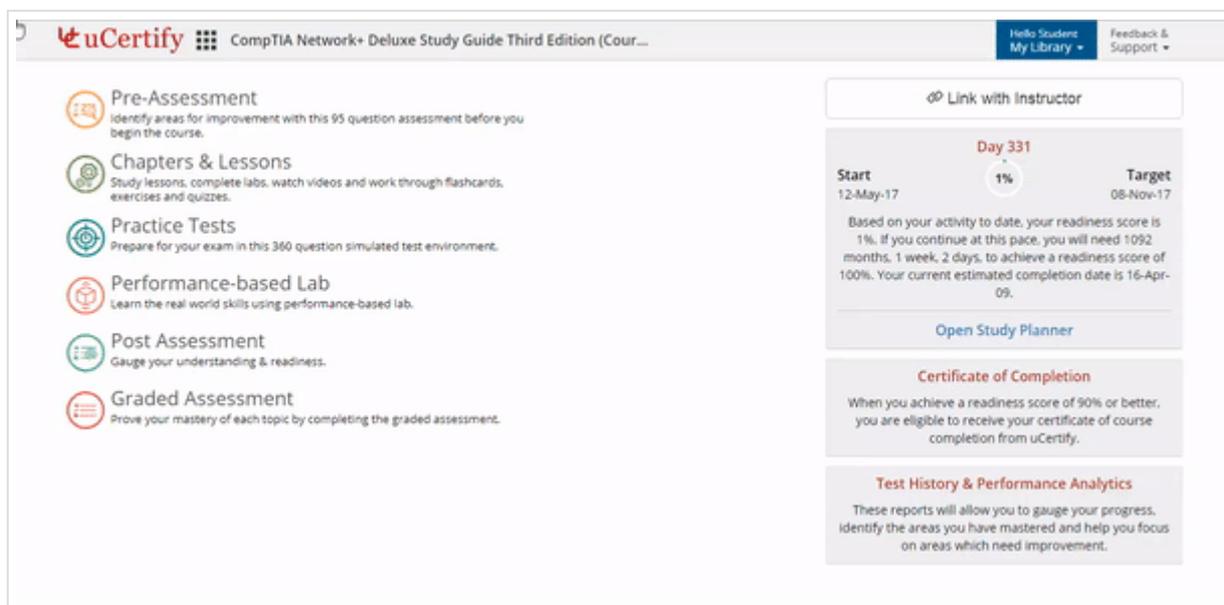


Figure 6.1: Course Dashboard with Pre-Assessment Tab



GIF 6.1: Opening Pre-Assessment Page

The **Pre-Assessment** page will open.

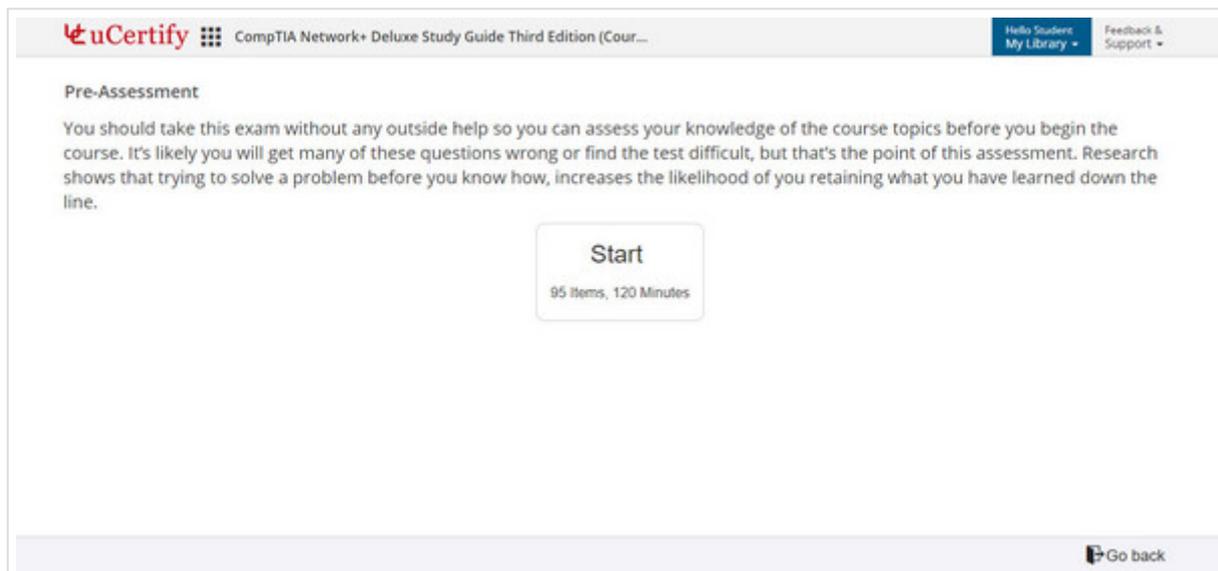


Figure 6.2: Pre-Assessment Page with Start Button

Click the **Start** button to begin the test.

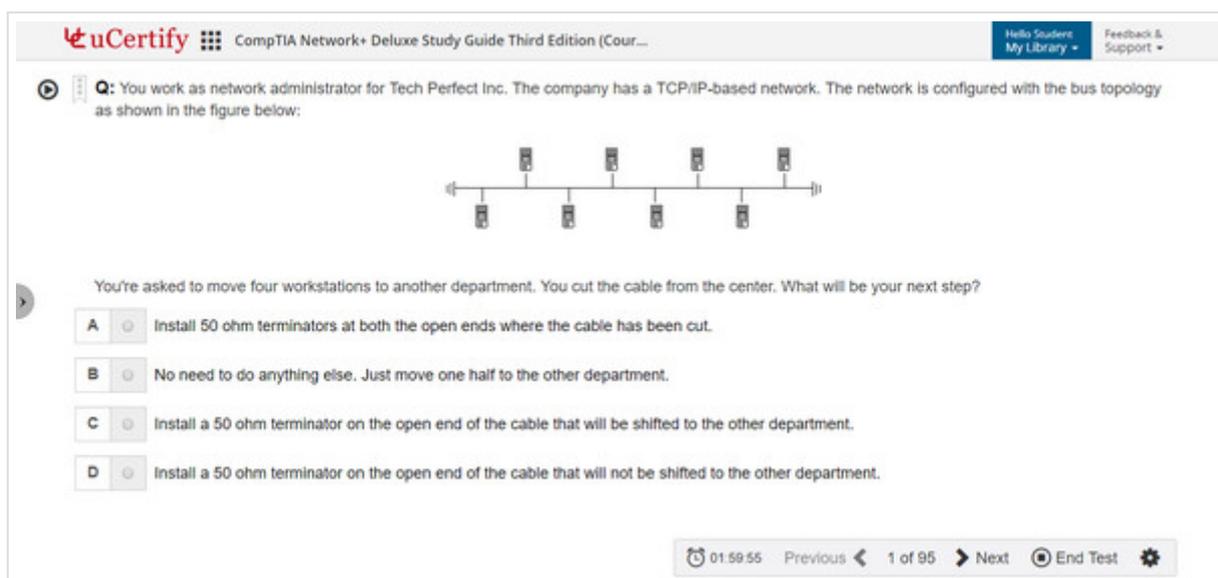


Figure 6.3: Pre-Assessment Question

Practice Tests

Practice test provides a different set of questions to prepare for the exams in the test environment. To navigate to practice test questions, click the **Practice Tests** tab on the **Dashboard** or select the **Practice Tests** option from the **Course Navigation** menu.

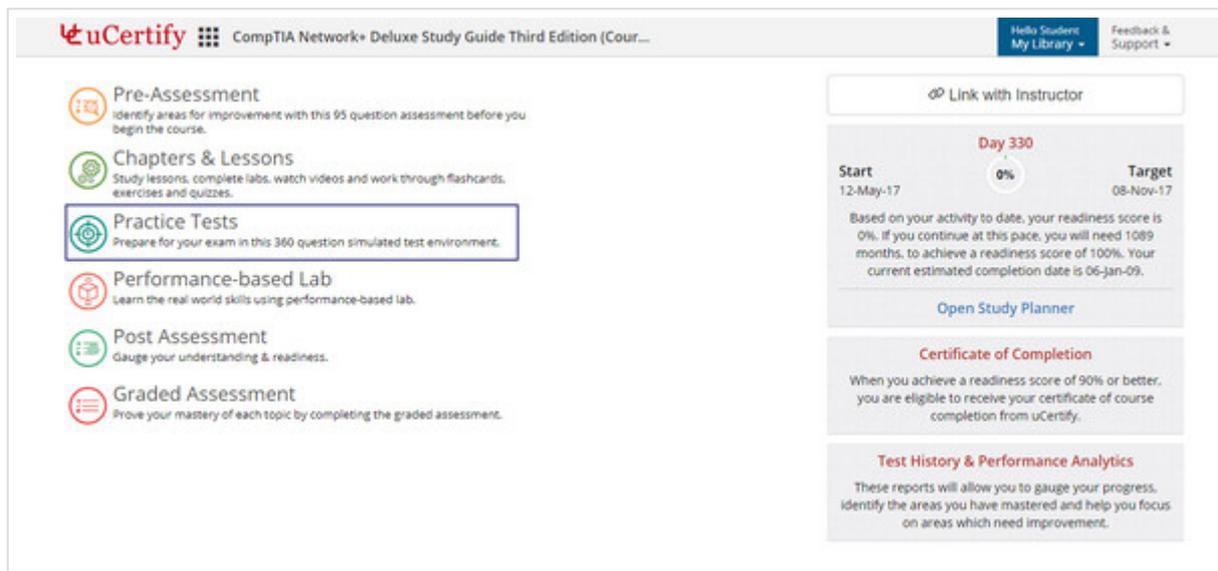


Figure 6.4: Course Dashboard with Practice Tests Tab

Note: The options available may vary from course to course.

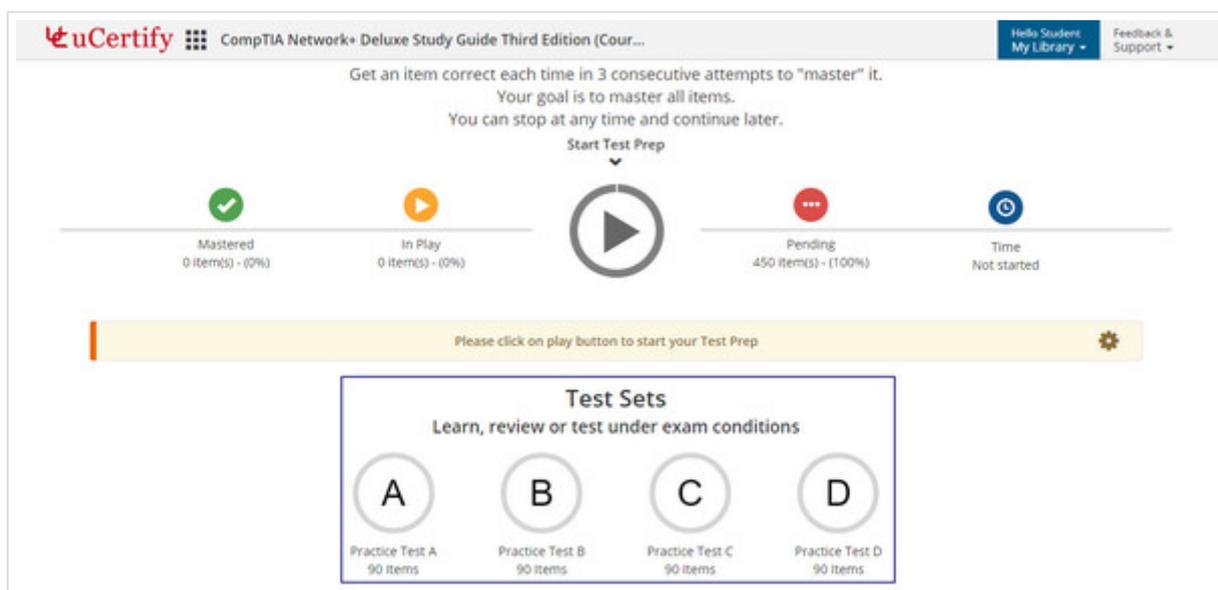


Figure 6.5: Practice Test Main Page with Test Sets

Initially, all the test modes are disabled. Choose any test set to enable them.

Note: The options available may vary from course to course.

For each assessment, there are three types of modes. Each mode tests your knowledge for the

course in different ways. Here are the types of modes:

- **Test:** In this mode, you can take a timed test simulating the actual exam conditions.



Figure 6.6: Practice Test in Test Mode

- **Learn:** In this mode, you can check your answers immediately after each question by clicking the **Learn** button or the **Next** button on the bottom bar.

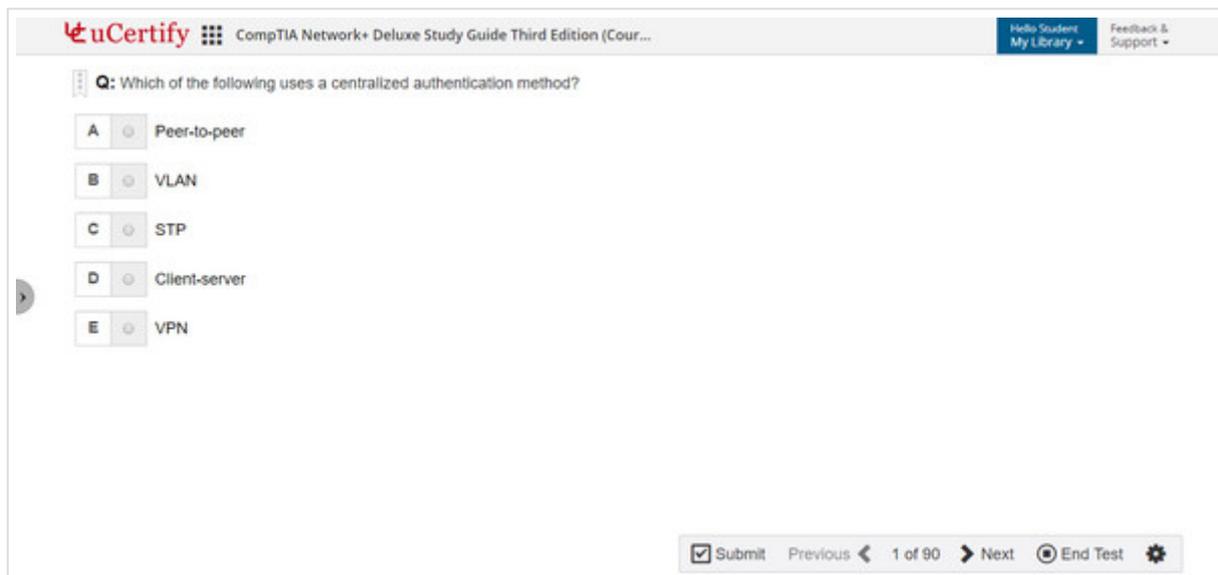


Figure 6.7: Practice Test in Learn Mode

- **Review:** In this mode, you can review each question with its answer and explanation.

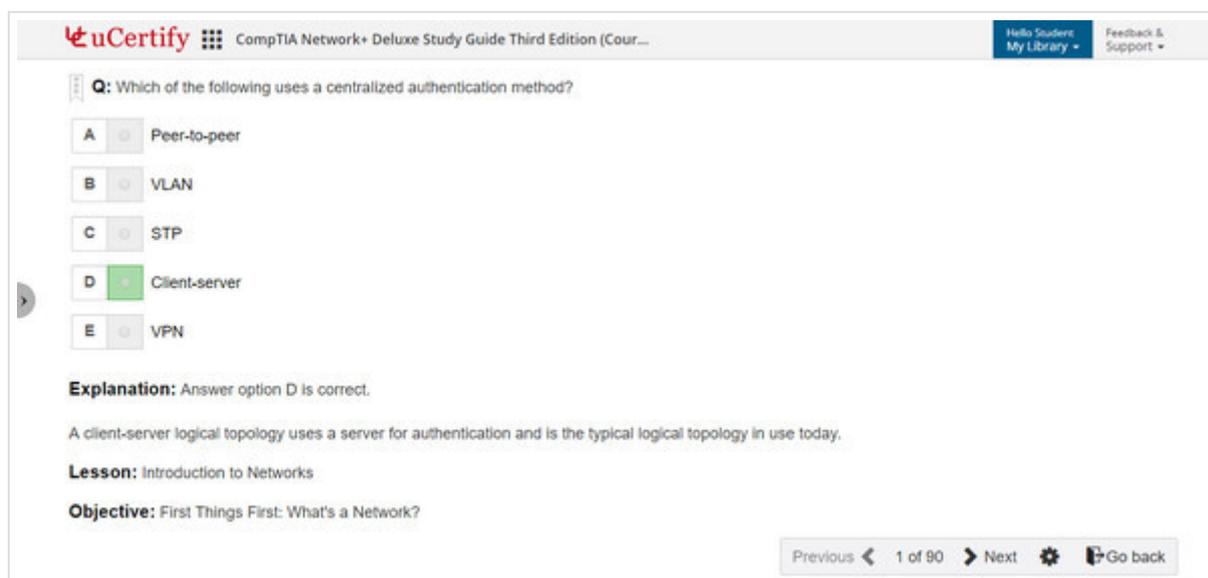


Figure 6.8: Practice Test in Review Mode

Test Prep

Test Prep provides a different set of questions to prepare for exam in the test environment. To navigate to the **Test Prep** questions, click the **play** button.

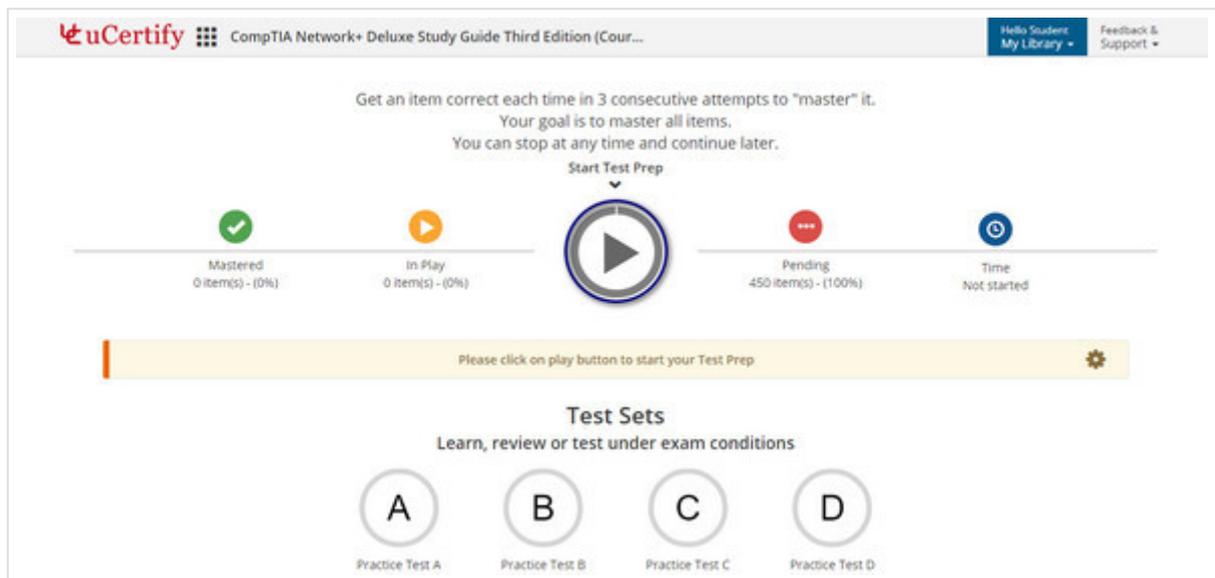


Figure 6.9: Practice Test Main Page with Test Prep

The **bottom bar** consists of the **three-bullet** icon, which represents the number of successful and unsuccessful attempts.

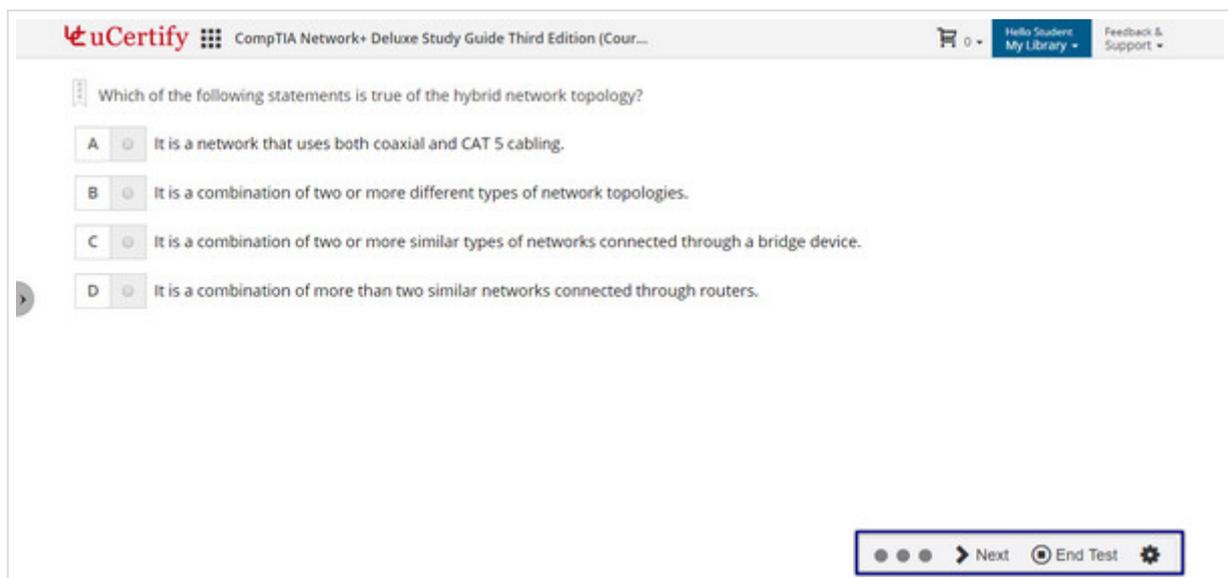


Figure 6.10: Test Prep Question

After a correct attempt, the color of bullet icon will turn to green.

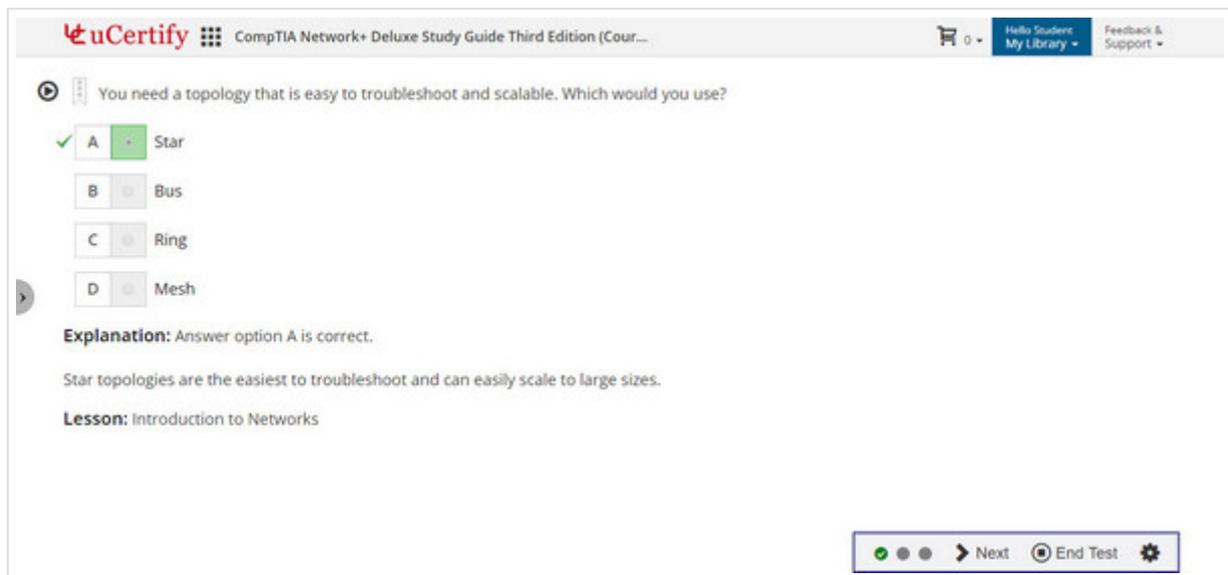


Figure 6.11: Successful Attempt in Test Prep

After an unsuccessful attempt, the color of the bullet icon will turn to red.

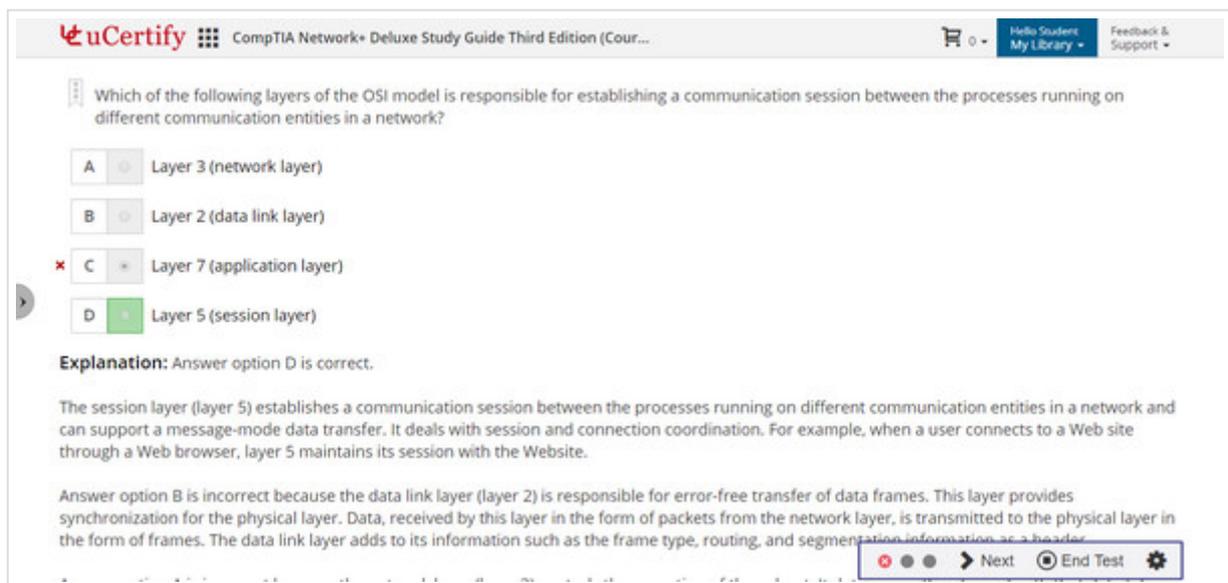


Figure 6.12: Unsuccessful Attempt in Test Prep

After three consecutive correct attempts, the question will be removed from the set of questions in the pool. Clicking the **arrow** button at left side, will open the side panel which consists of following details:

- **Mastered:** Shows the number of items for the correct attempts.
- **In Play:** Shows the number of items for the incorrect attempts.

- **Pending:** Shows the number of items which are unattempted.
- **Time:** Shows the time lapse to attempt the items in the play pool.

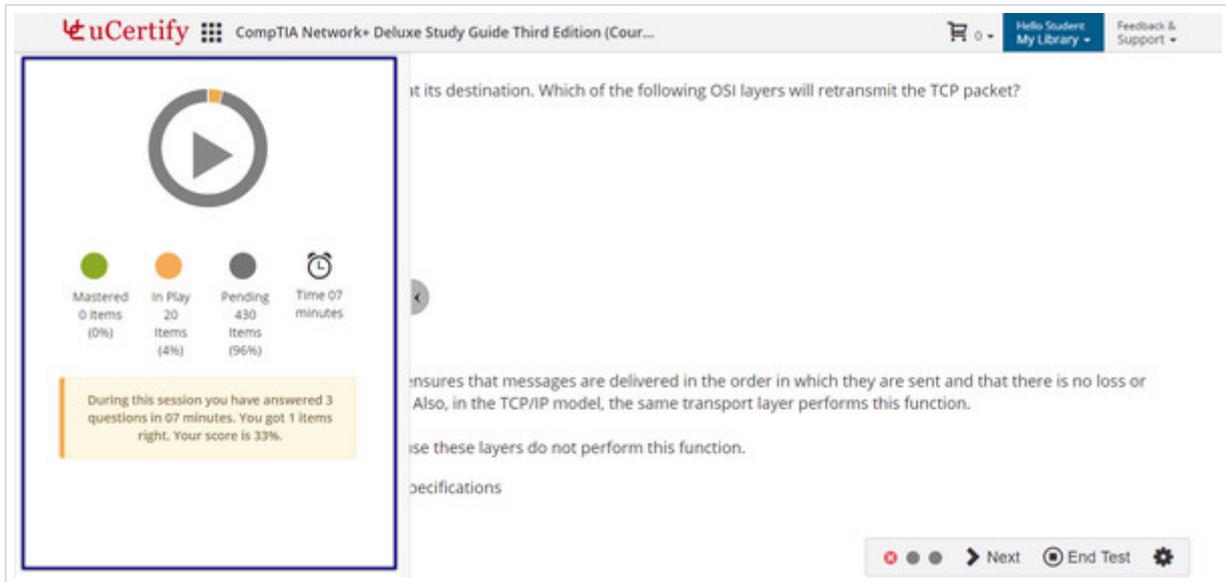
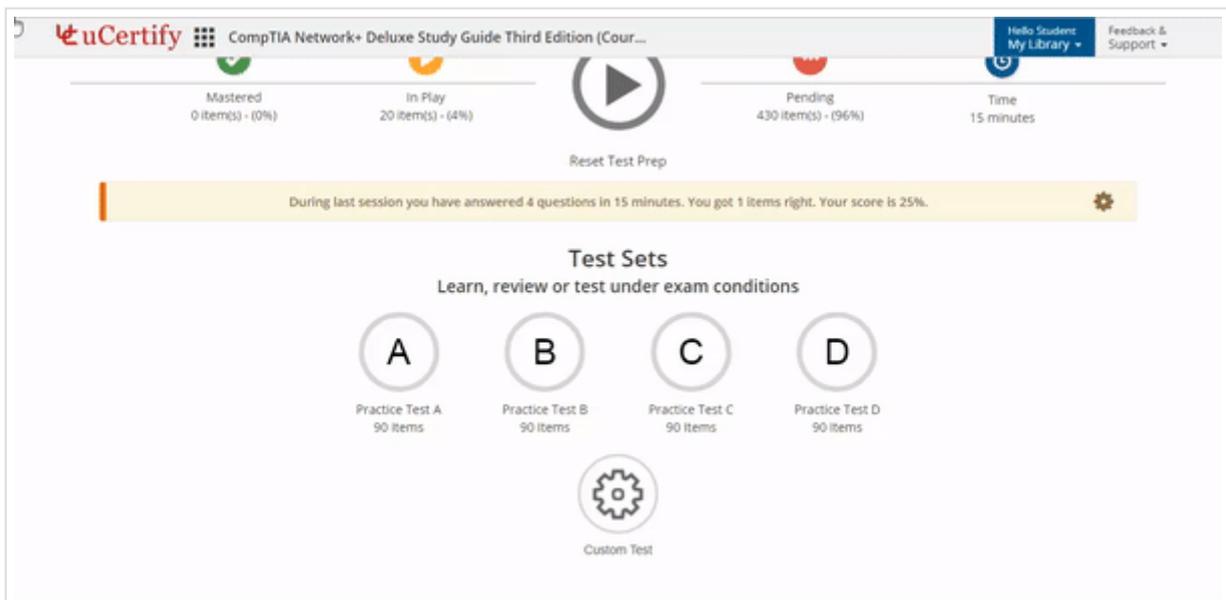


Figure 6.13: Side Panel of Test Prep

Custom Test



GIF 6.2: Opening Custom Test Creation Page

Custom Test

enables you to create a set of questions based on your learning needs. To create **Custom Test** questions, click the **Custom Test** button.

Enter the following properties for your custom test:

- Name for your custom test.
- Duration for the custom test.
- Settings for the custom test:
 - Check the **Randomize** check box under the **Items** heading to randomize the items.
 - Check the **Randomize** check box under the **Answer Options (when applicable)** heading to randomize the answer of each item selected for the assessment.
 - To set the last option of an answer as None of the above, check the **Last item as “None of the above”** check box.

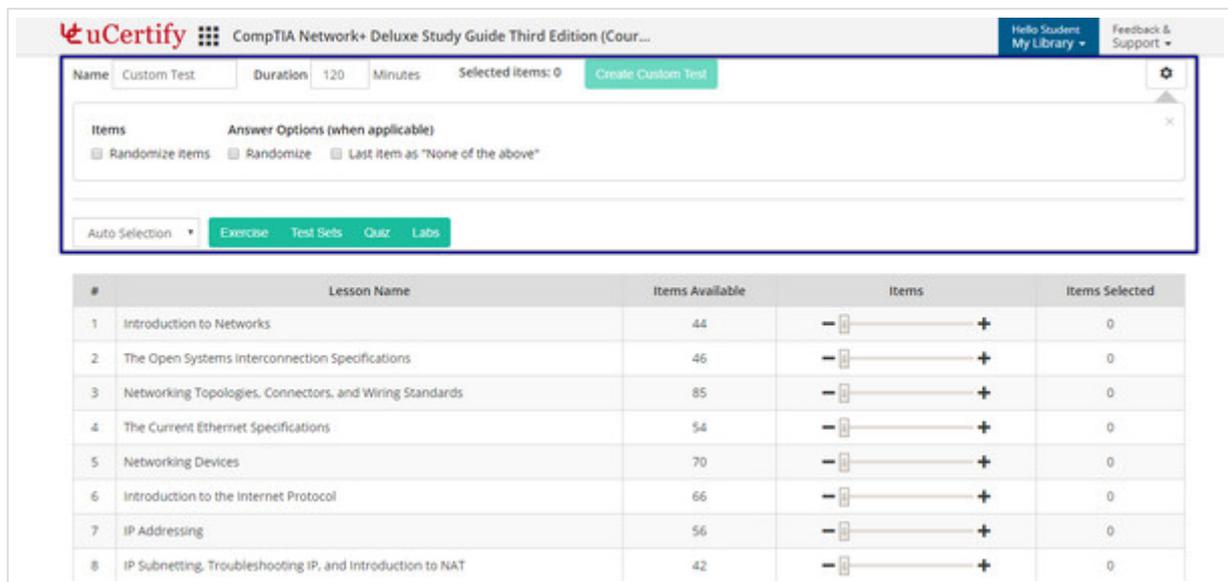


Figure 6.14: Create Custom Test Page

- Select mode & items for a custom test. There are two modes for selecting items for a custom test:
 - **Auto Selection:** It allows you to choose items for your custom test with random questions from exercise, test sets, quiz, and labs.
 - **My Selection:** It allows you to choose items for your custom test manually.

My Selection

To select items in the **My Selection** mode, click on the desired items you want to select. You can search for the desired items with the help of various filters available:

- To select item from a particular lesson, click the **Lessons** drop-down and select the desired lesson from the drop-down.
- To select the items from **Attempted, Unattempted, Bookmarks, Correct, Incorrect, and Notes** list of items; click the **Your Action** drop-down and select the desired option.
- To select items from **Labs, Exercise, Test Sets, Quiz, or Assessment**; click on their respective buttons.
- To select item of a particular type such as Multiple choice question, Drag Drop, Simulation; click the **All Type** drop-down and select the desired option.

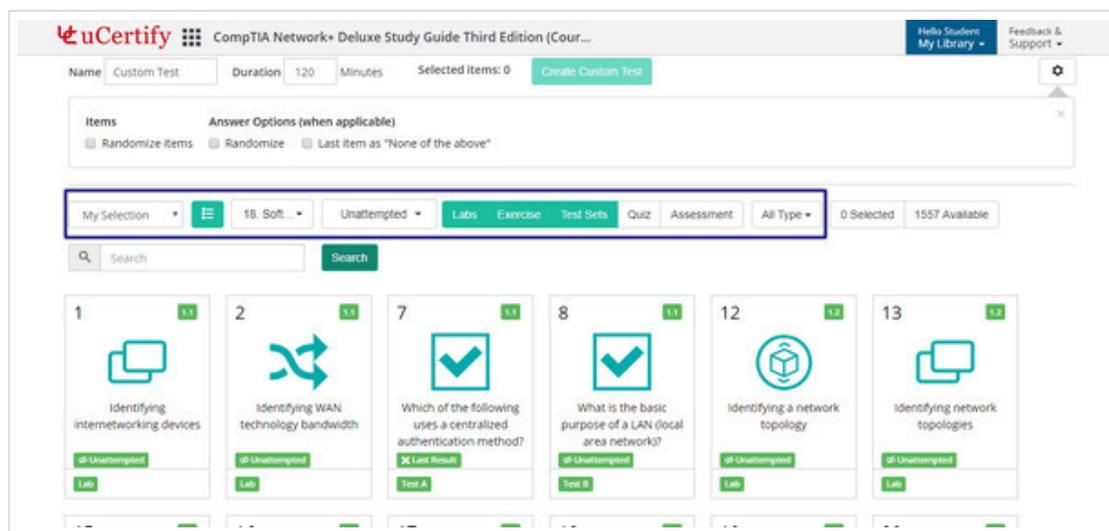


Figure 6.15: Create Custom Test with My Selection Option

In grid view, the **check** symbol at the top-right corner of the item and the **light gray** color indicates the item is selected.

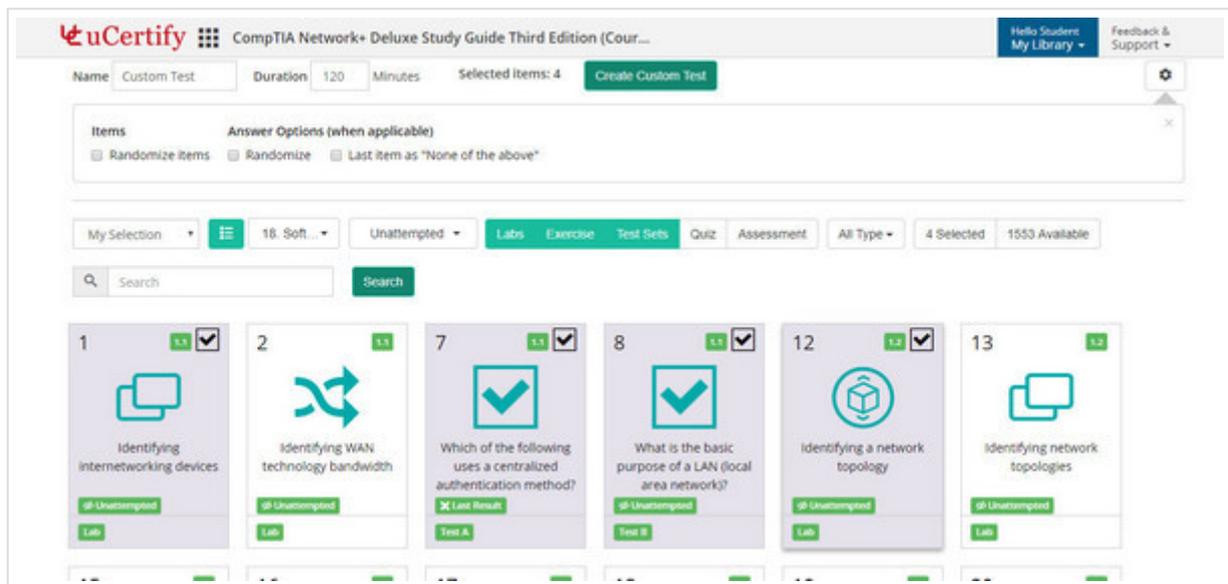


Figure 6.16: Select Items

To deselect any item, click again on the desired item. There are two tabs next to the **All Type** drop-down:

- **Selected:** It will show the items which you have selected for the custom test.
- **Available:** It will show the items which have not been selected for the custom test.

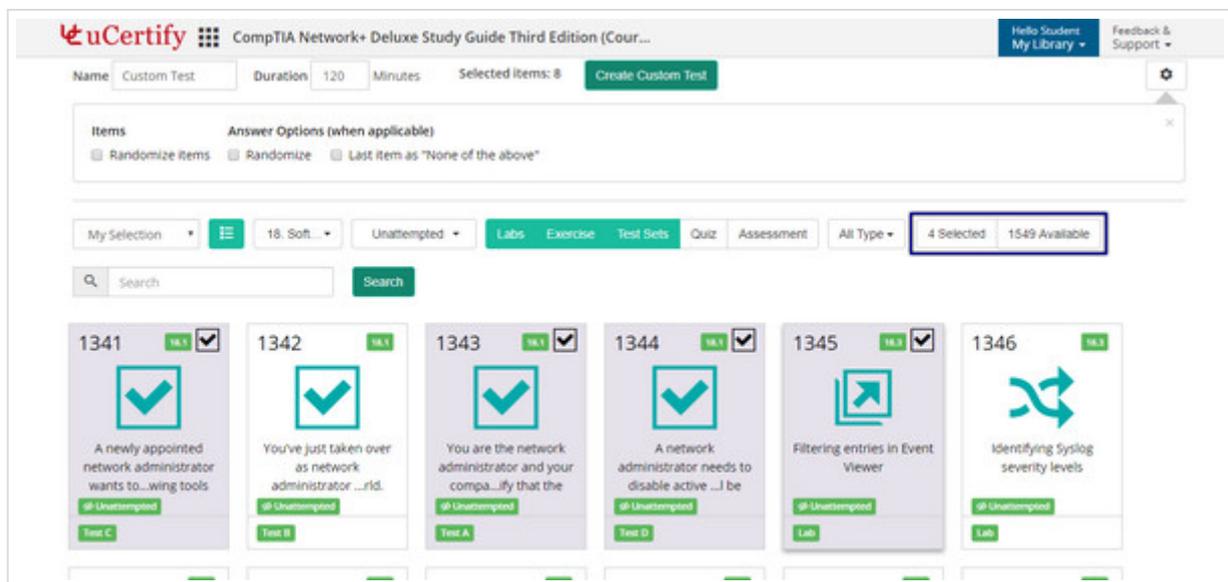


Figure 6.17: Selected and Available Items

To view in list, click the **List view** icon.

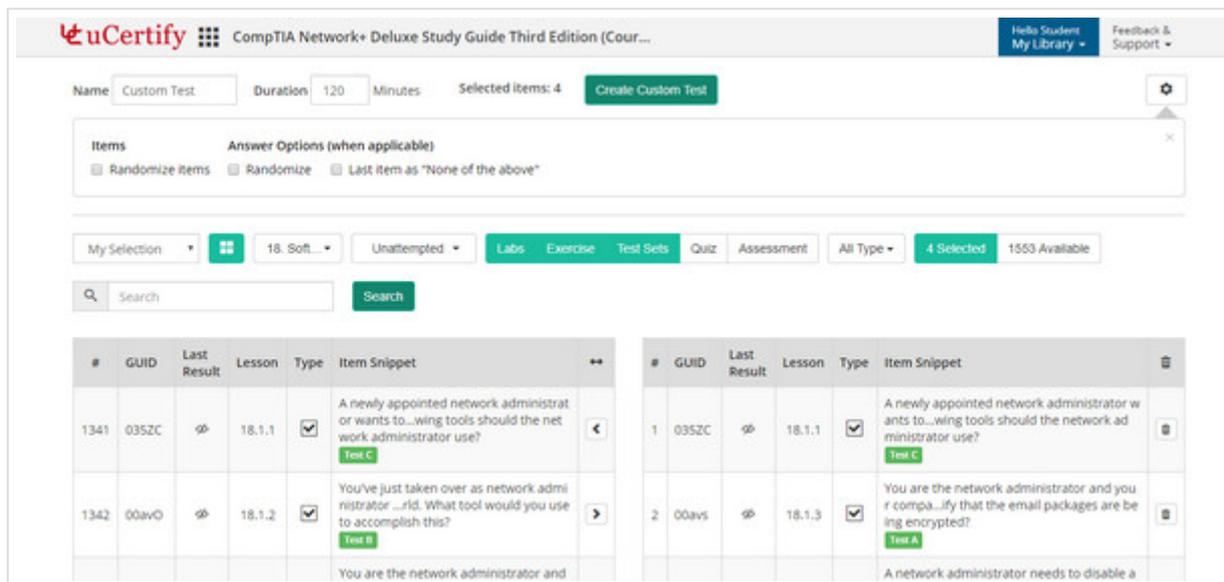


Figure 6.18: List View of My Selection

In list view, as soon as the item gets selected, the right arrow on the item is changed to left arrow. All the selected items are shown on the table on the right side of the page. To deselect any item in list mode, click the **delete** icon of the required items from the right side table.

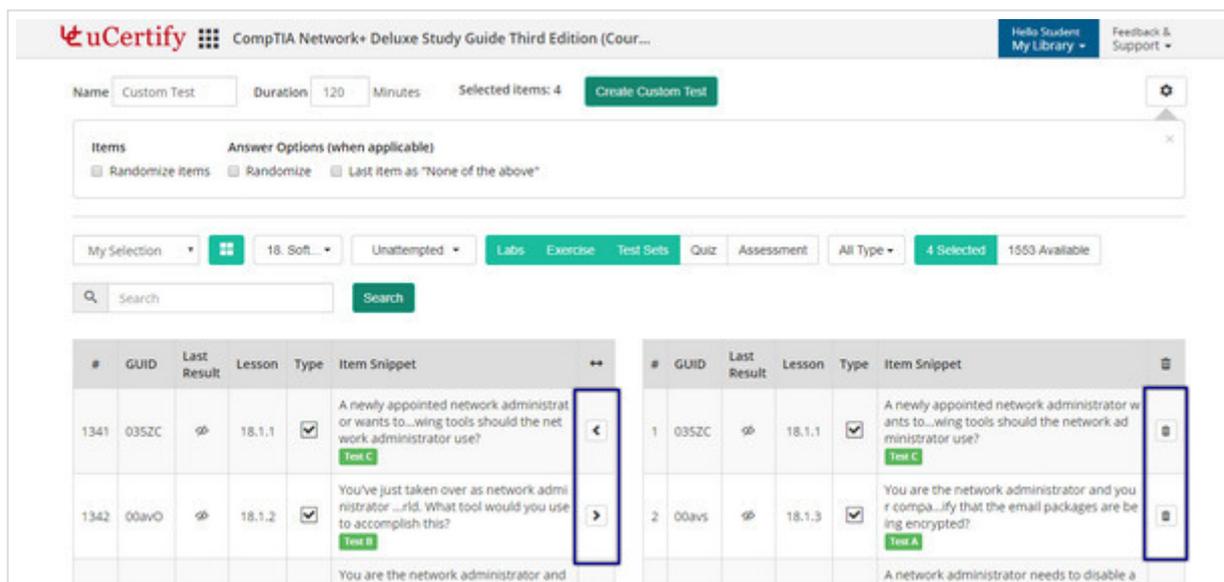


Figure 6.19: Selected Items in List View

Auto Selection

To select items in the **Auto Selection** mode, drag the **Items** slider left or right to select the number of items.

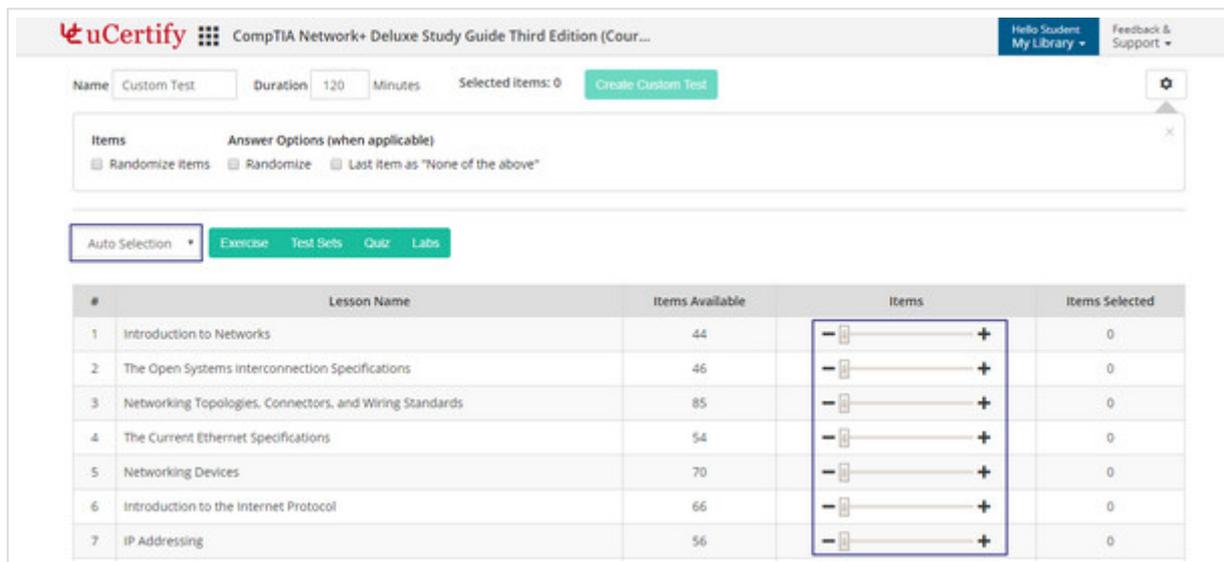


Figure 6.20: Create Custom Test with Auto Selection

To deselect items from **Labs**, **Exercise**, **Test Sets**, or **Quiz**, click on their respective buttons or drag the **Items** slider left or right to select or deselect the number of items.

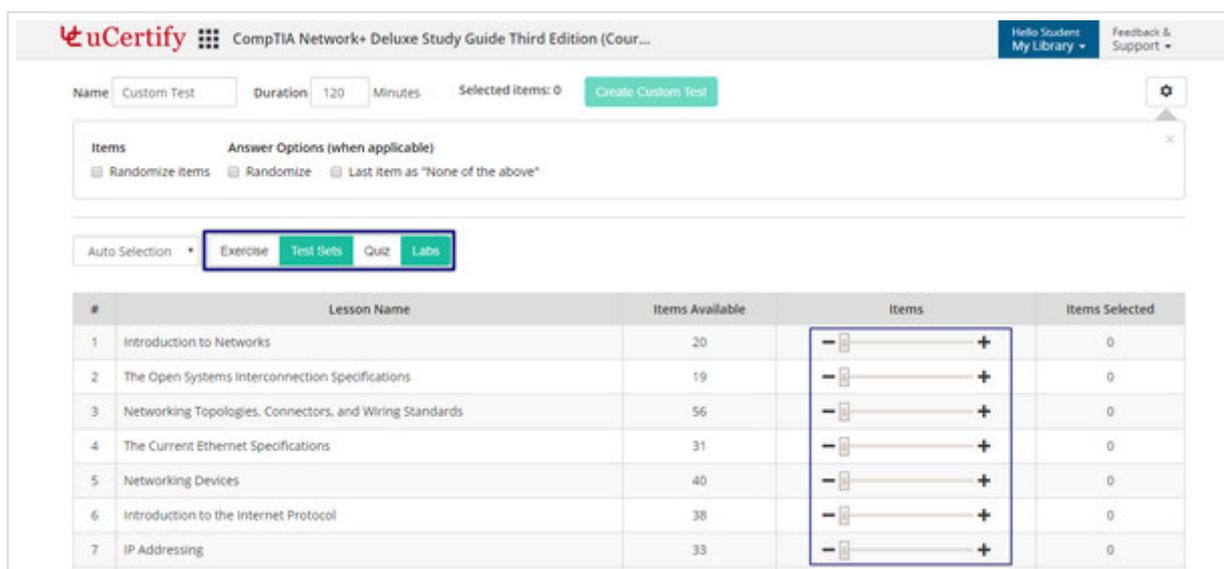


Figure 6.21: Select or Deselect Items

5. Click the **Create Custom Test** button to freeze your preferences for the custom test.

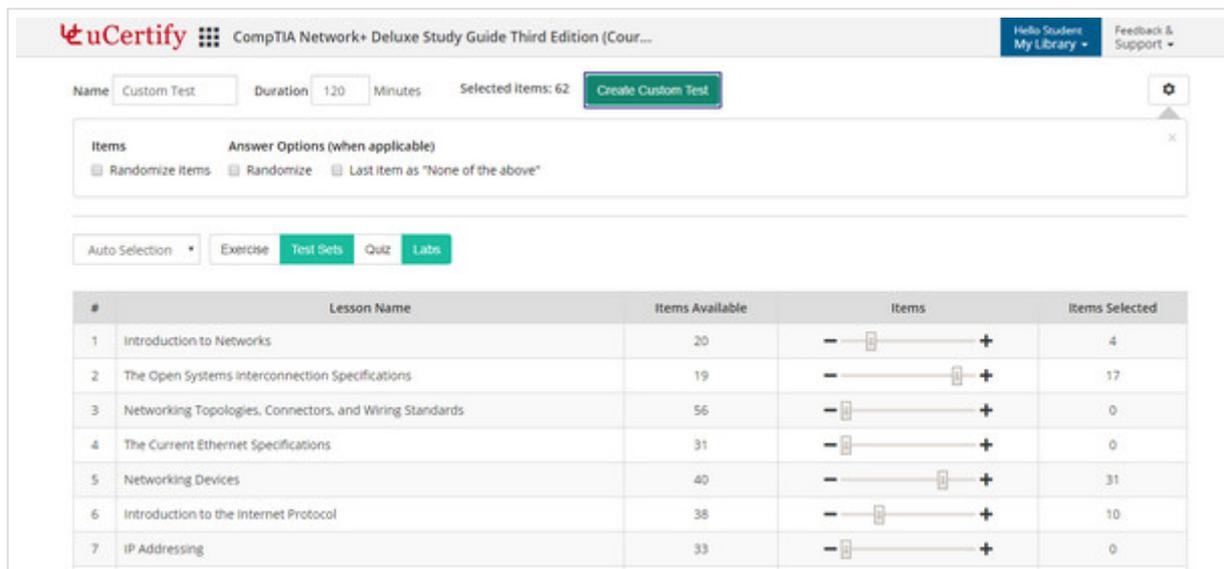


Figure 6.22: Create Custom Test Button

Click on the desired test mode to attempt the custom test.

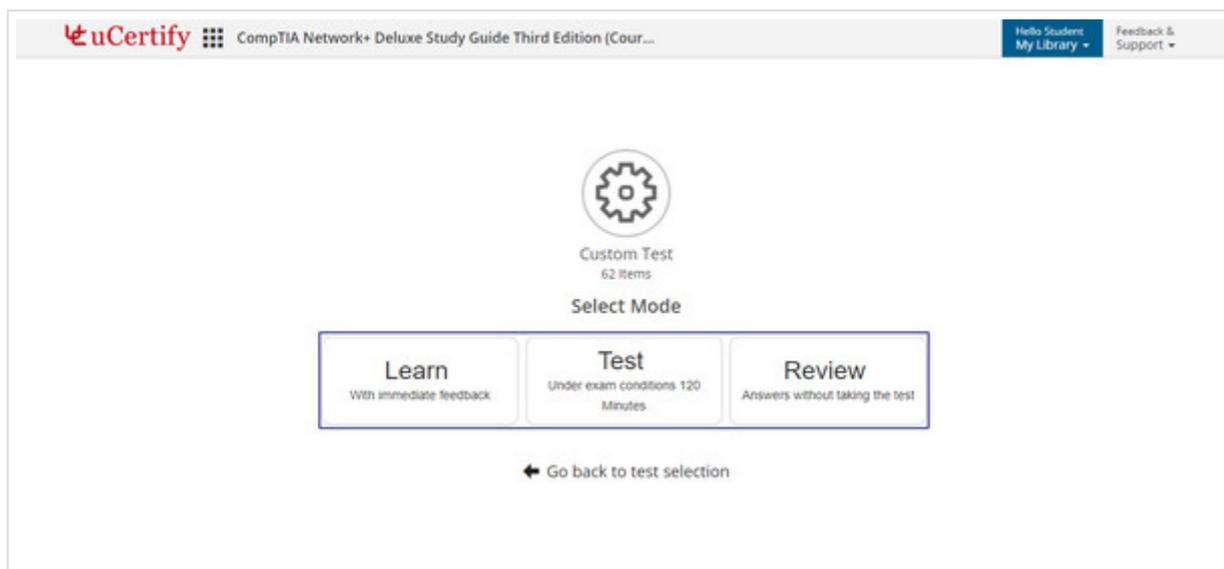


Figure 6.23: Custom Test Modes

Post Assessment

Post Assessment consists of mock final questions; you will be able to gauge your certification exam readiness after attempting this assessment. To navigate to **Post Assessment** questions, click the **Post Assessment** tab on the **Dashboard** or select the **Post Assessment** option from the **Course Navigation** menu.

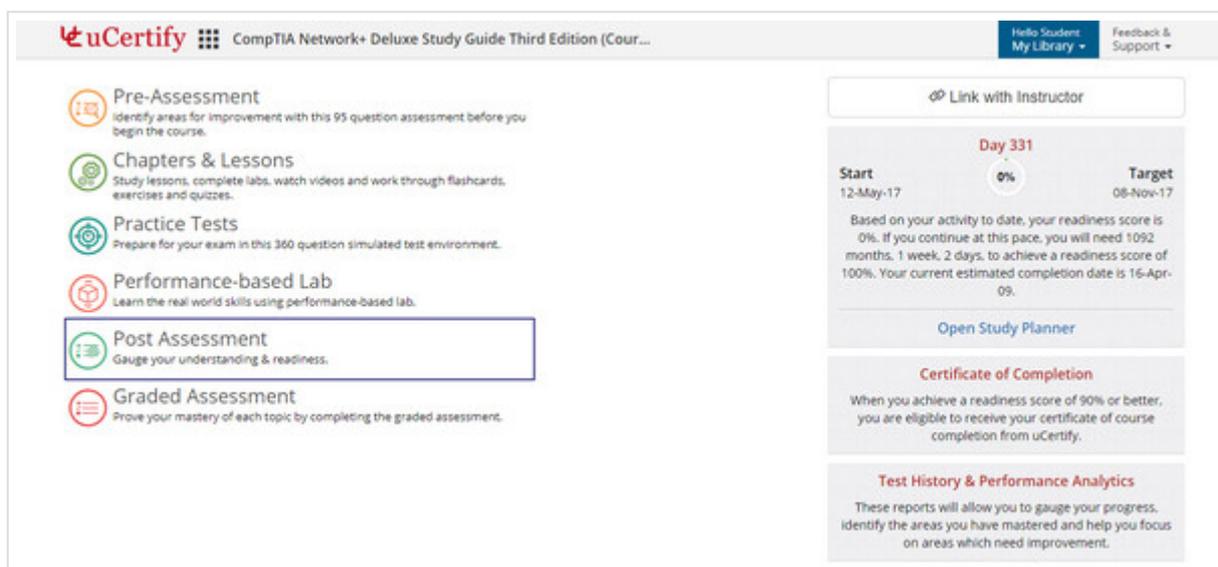


Figure 6.24: Post Assessment Tab

Note: The options available may vary from course to course.

The process of selecting test modes and other settings are same as that of **Pre-Assessment**.

Graded Assessment

Graded Assessment consists of set of questions created by instructor. To navigate to **Graded Assessment** menu, click the **Graded Assessment** tab on the **Dashboard** or select the **Graded Assessment** option from the **Course Navigation** menu.

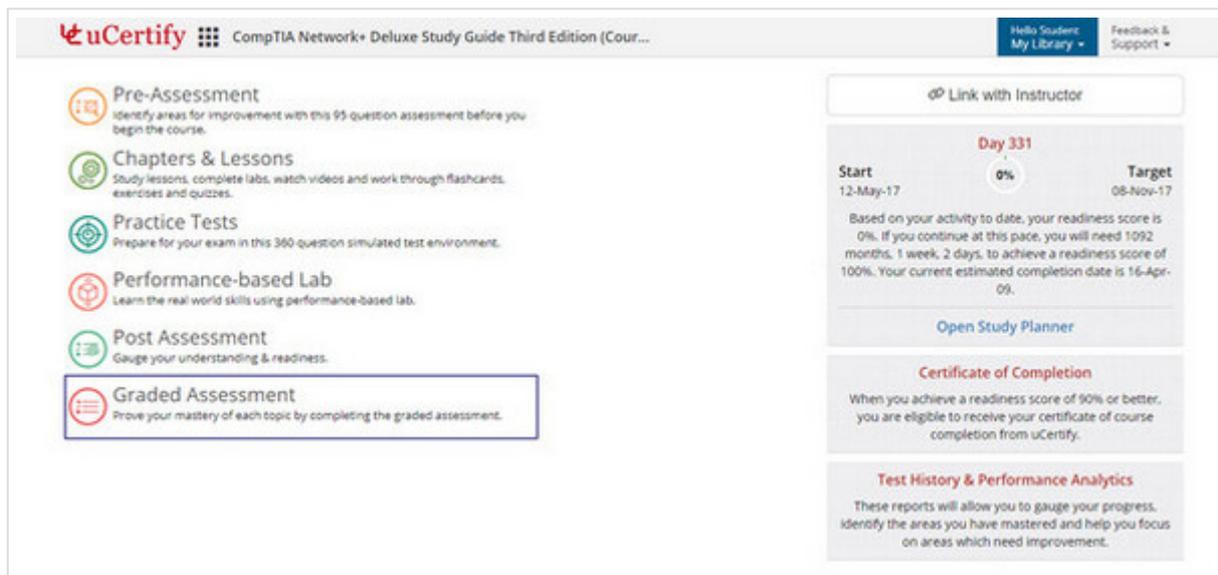


Figure 6.25: Graded Assessment Tab

You will be redirected to the **assessment** page. All the assessments created by your instructor will be shown here along with the number of items, end date of the assessment, status of the assessment, total attempts made for the assessment, and action (If you have attempted the assessment, it will show two buttons: **Result** and **Start**).

#	Name	Items	Due/Grade	Start/Status	Attempts	Action
1	Assess 1 Assignment1	47	End of Class	Now	0 of 3	▶ START
2	Assess 2 Assignment1	28	End of Class	Now	0 of 4	▶ START
3	Assess 3 Assignment1.1	158	End of Class	Now	0 of 6	▶ START

Figure 6.26: Assessment List Page

Click the **Start** button to begin the assessment.

Flashcards, Quizzes, and Exercises

Click the **Chapters & Lessons** tab on the **Dashboard** or select the **Chapters & Lessons** option from the **Course Navigation**, and then click **Exercises**, **Flashcards**, and **Quizzes**.

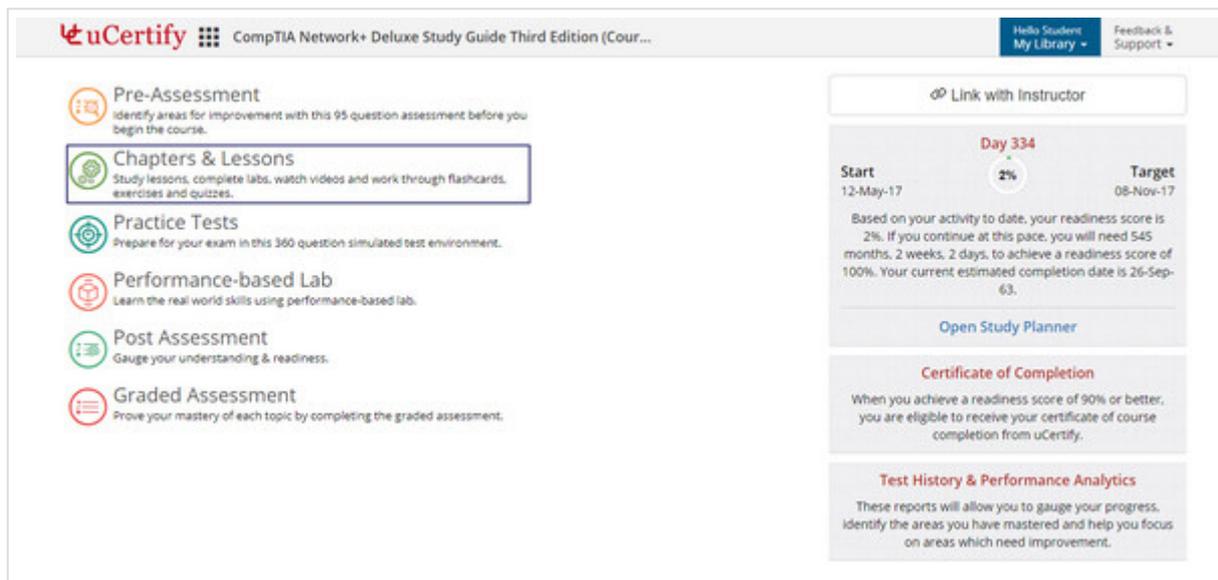


Figure 6.27: Course Dashboard with Chapters & Lessons Tab

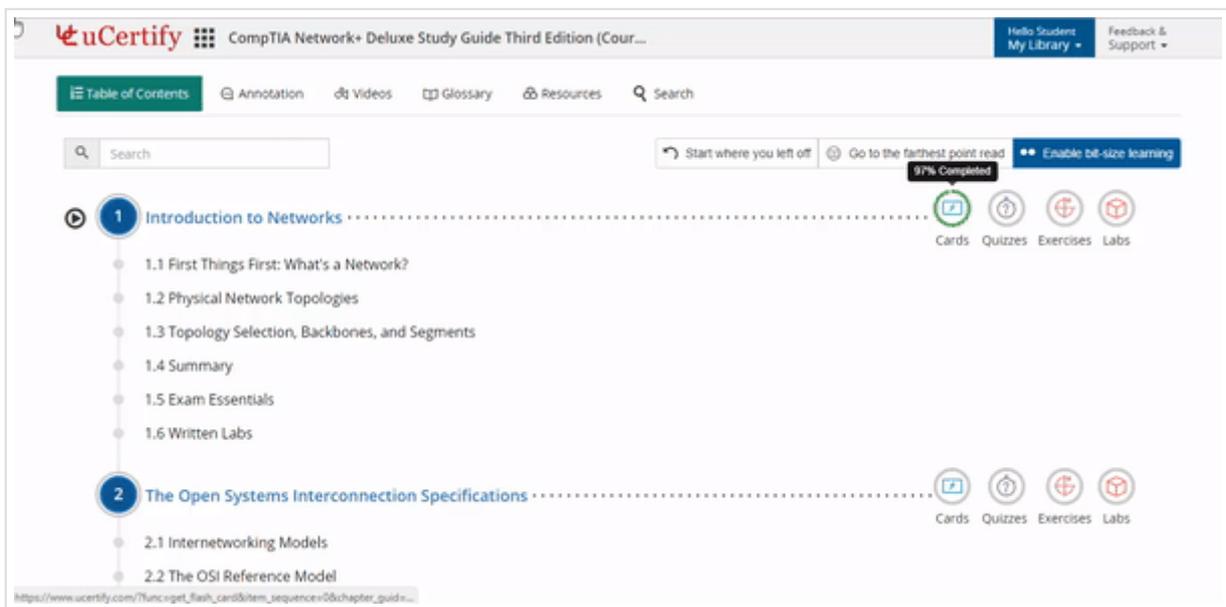
On the **Table of Contents** page, you would find each chapter has its own **Cards, Quizzes, and Exercises**.

Shortcuts	Description
R	To navigate to item list
P	To view previous item or activity
N	To view next item or activity
Ctrl+?	To open settings modal box
F	To flip flashcard
C	To mark answer as correct
I	To mark answer as incorrect

Table 6.2: Cards, Quizzes, and Exercises Shortcuts

CARDS

To go through flashcards of any chapter, click the **Cards** button next to the chapter name.



GIF 6.3: Opening the Chapter Flashcards

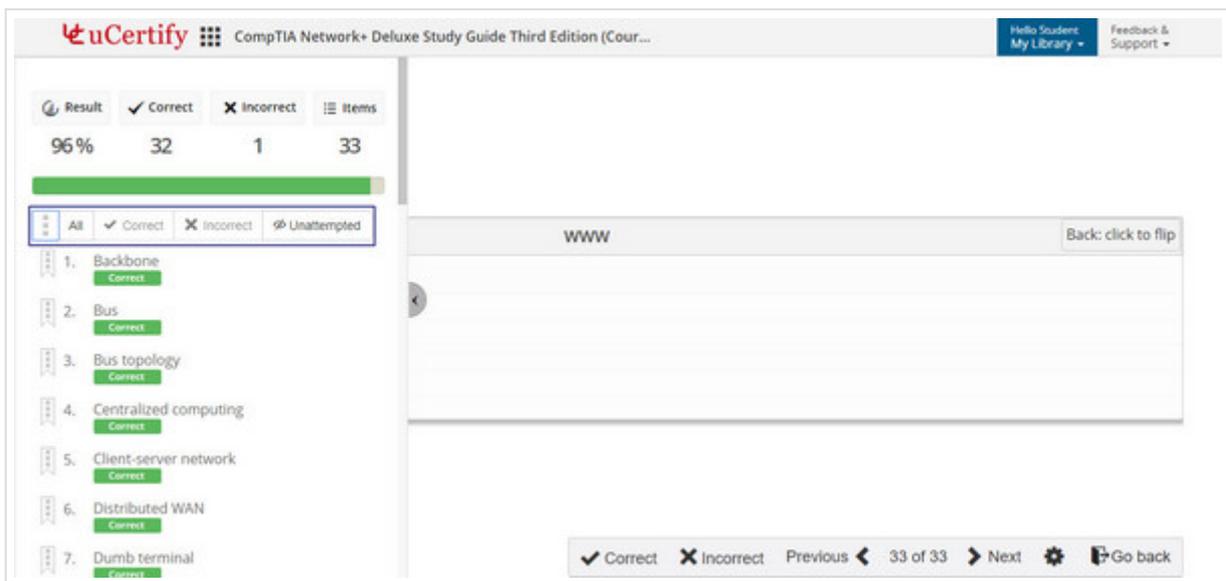


Figure 6.28: Flashcard Results

Read the question or terminology and recall its description. Now, assess your understanding by checking out its explanation by using the **Next** button on the bottom bar.

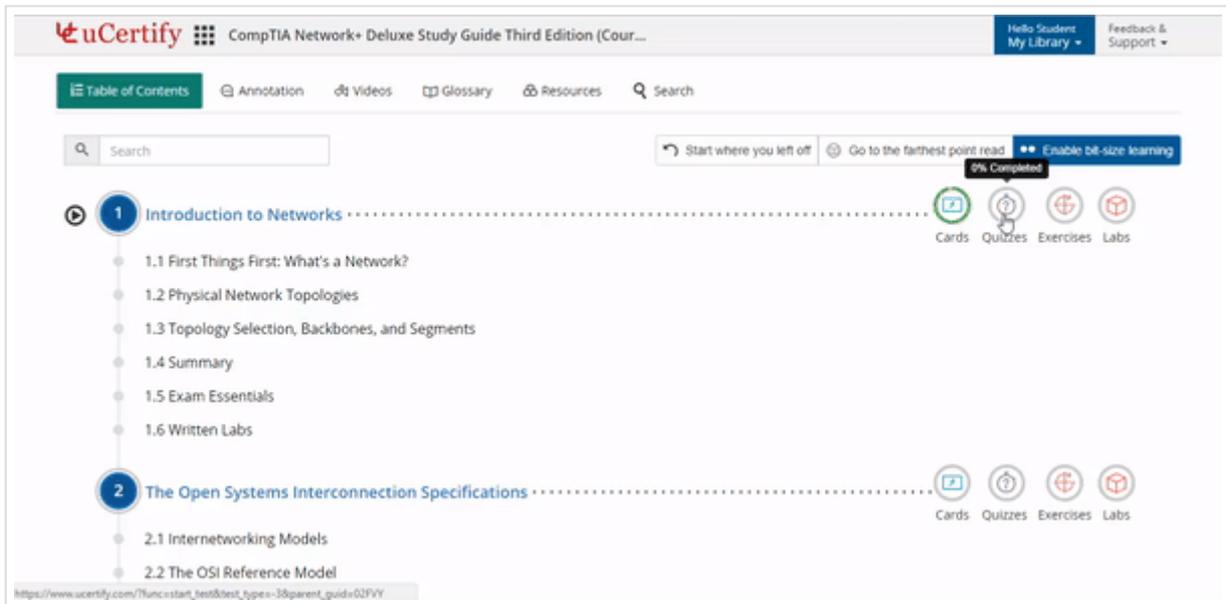
If your understanding is correct, grade yourself **Correct** or else opt for **Incorrect** from the bottom bar respectively.

You can make a bookmark, judge your confidence level, and write notes for a **Flashcard** by

clicking the **three-dots** menu on the top-left corner.

QUIZZES

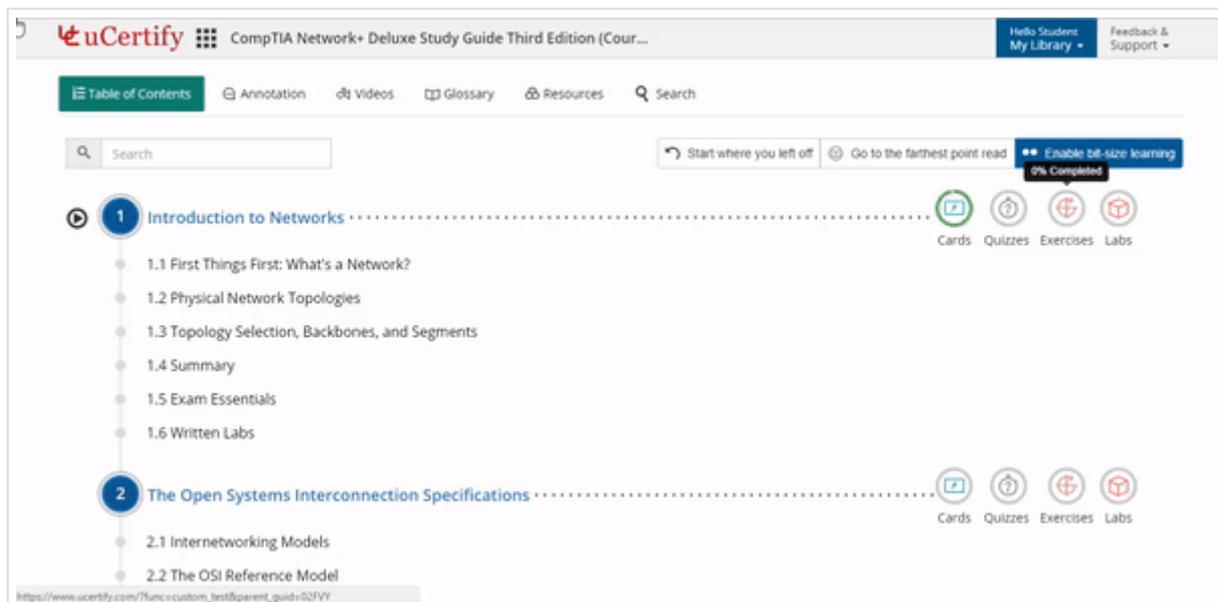
To go through **Quizzes** of any chapter, click the **Quizzes** button next to the chapter name. Select a mode and start the test.



GIF 6.4: Opening the Chapter Quizzes

EXERCISES

To go through **Exercises** of any chapter, click the **Exercises** button next to the chapter name. Select a mode and start the test.



GIF 6.5: Opening the Chapter Exercises

How to view progress made in Flashcards, Quizzes, Exercises, and Labs

There are couple of ways to view the progress made in the **Flashcards**, **Exercises**, and **Quizzes**.

TO VIEW THE PROGRESS MADE IN FLASHCARDS

Method 1

On the **Dashboard**, click the **Chapters & Lessons** tab.

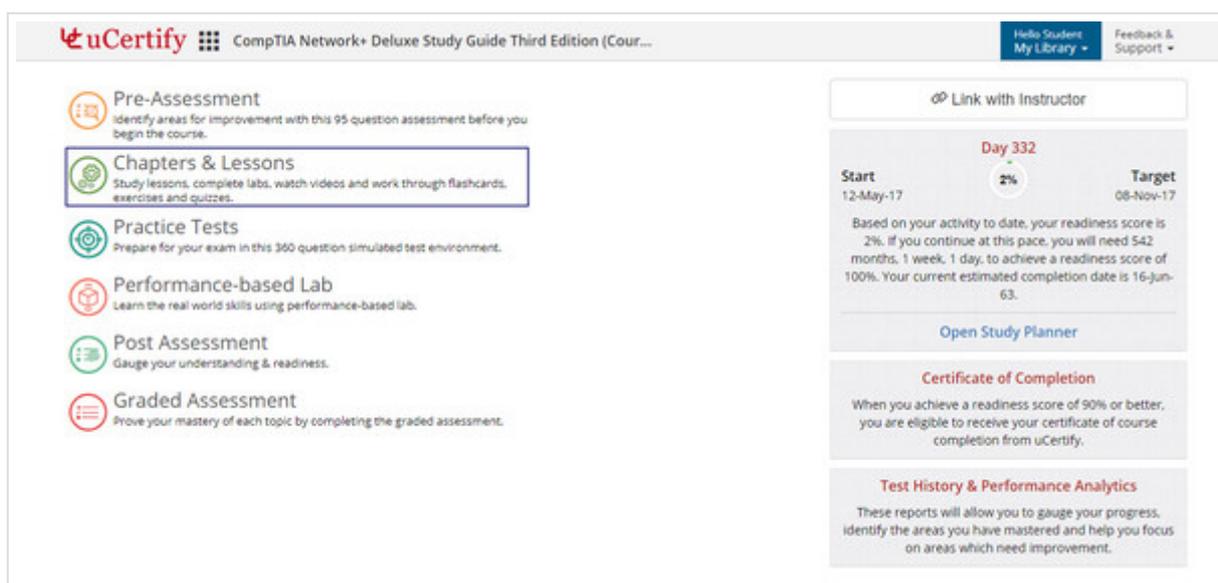


Figure 6.29: Chapters & Lessons Tab on Course Dashboard

Hover on the **Cards** button, a pop-up indicating the percentage of completion will appear.

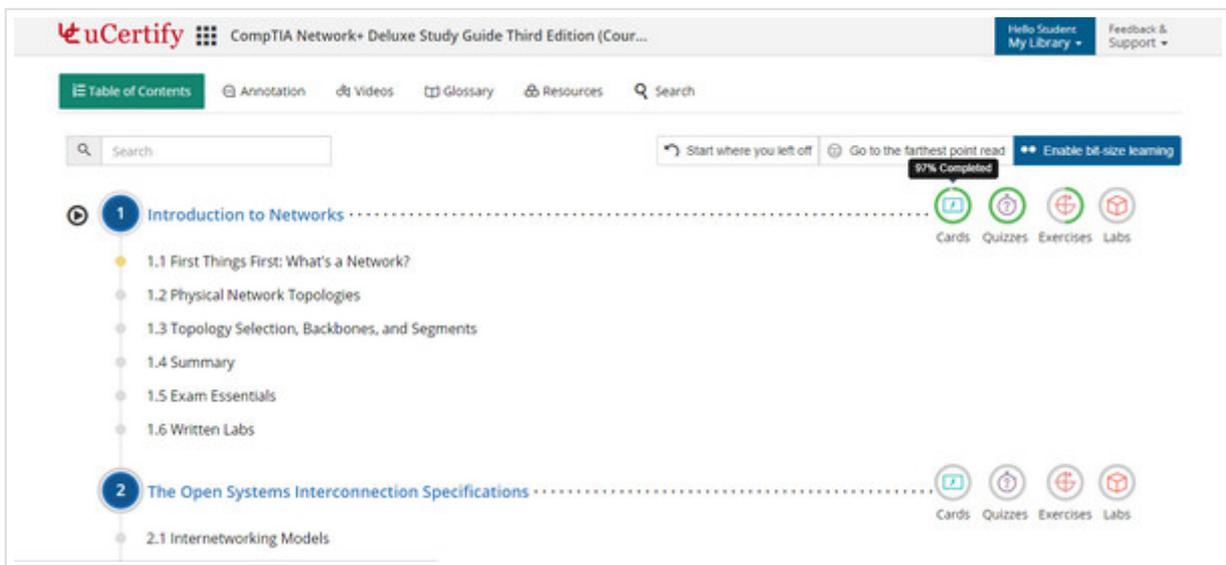


Figure 6.30: Progress Made in Flashcards

As per your percentage of completion, the outer ring of the **Cards** button will fill to green.

Method 2

On the **Dashboard**, click the **Open Study Planner** tab.

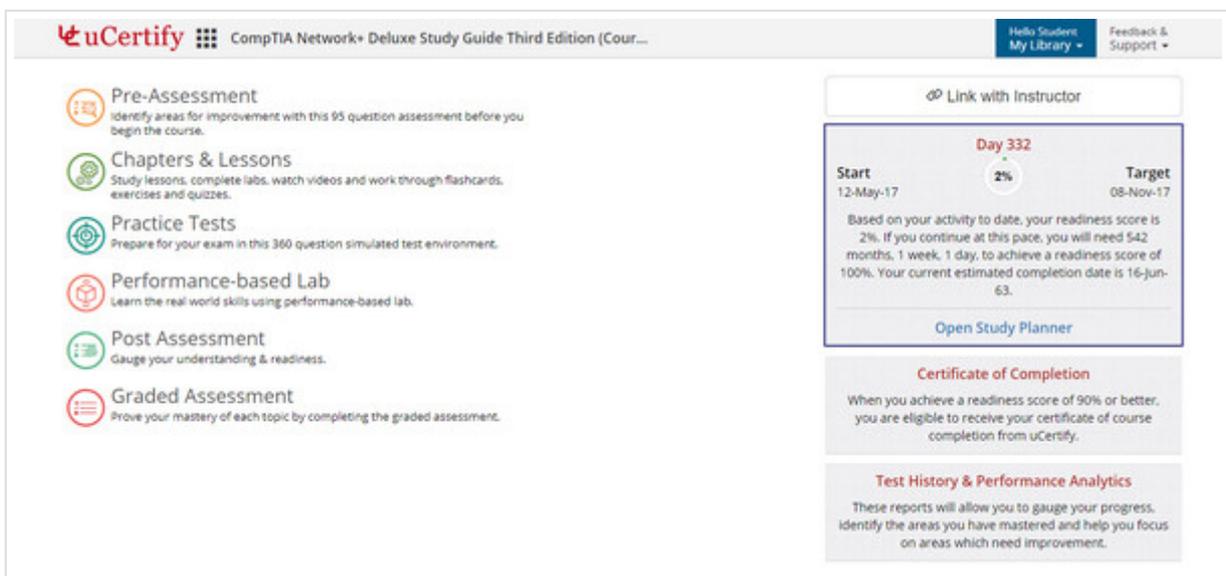


Figure 6.30: Study Planner Button on Course Dashboard

Go to **Step 3: Lessons & Exercises**. Hover on the **Cards** button, a pop-up indicating the percentage of completion will appear. As per your percentage of completion, the color of the **Cards** button will change to green.

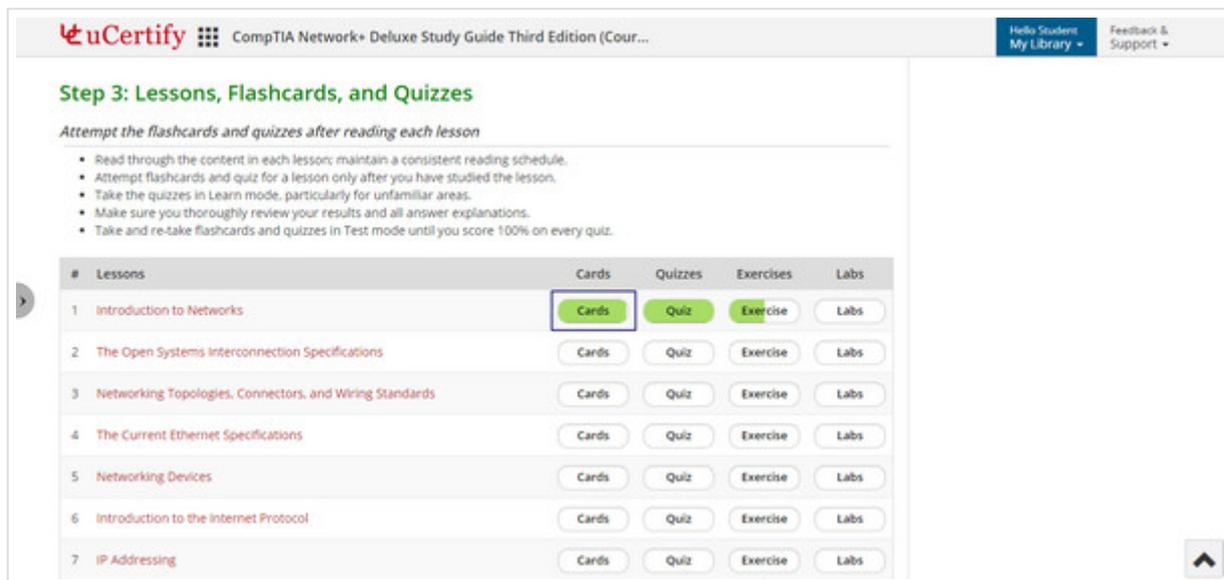


Figure 6.31: Flashcard Progress in Study Planner Page

TO VIEW THE PROGRESS MADE IN QUIZZES, EXERCISES, AND LABS

Method 1

On the **Dashboard**, click the **Chapters & Lessons** tab.

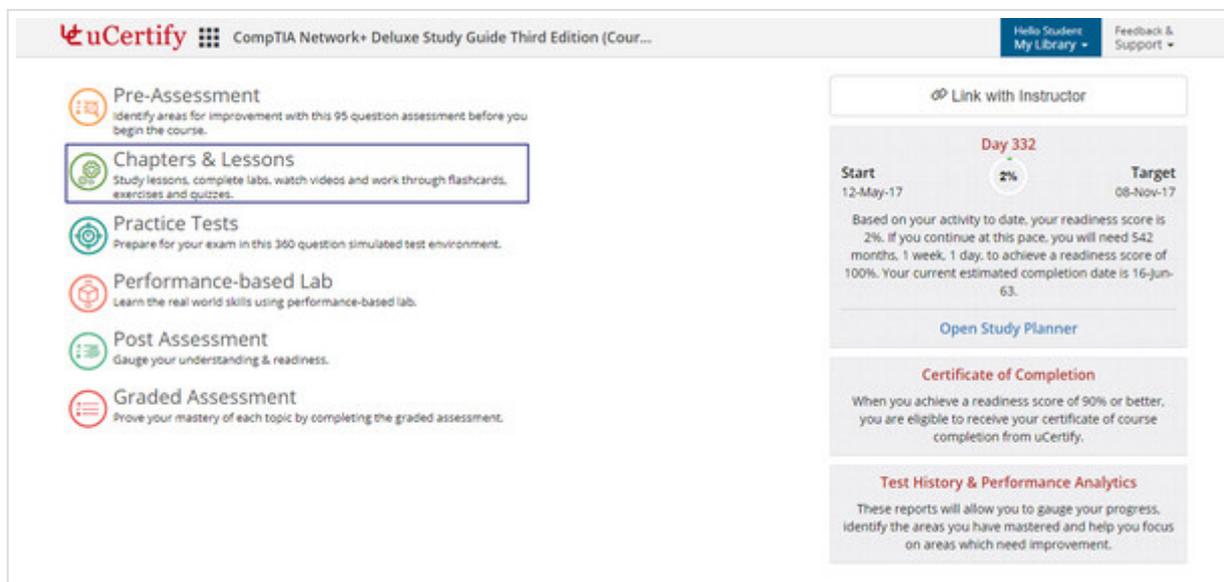


Figure 6.31: Chapters and Lessons Tab

Hover on the **Quizzes**, **Exercises**, or **Labs** button, a pop-up indicating completion will appear.

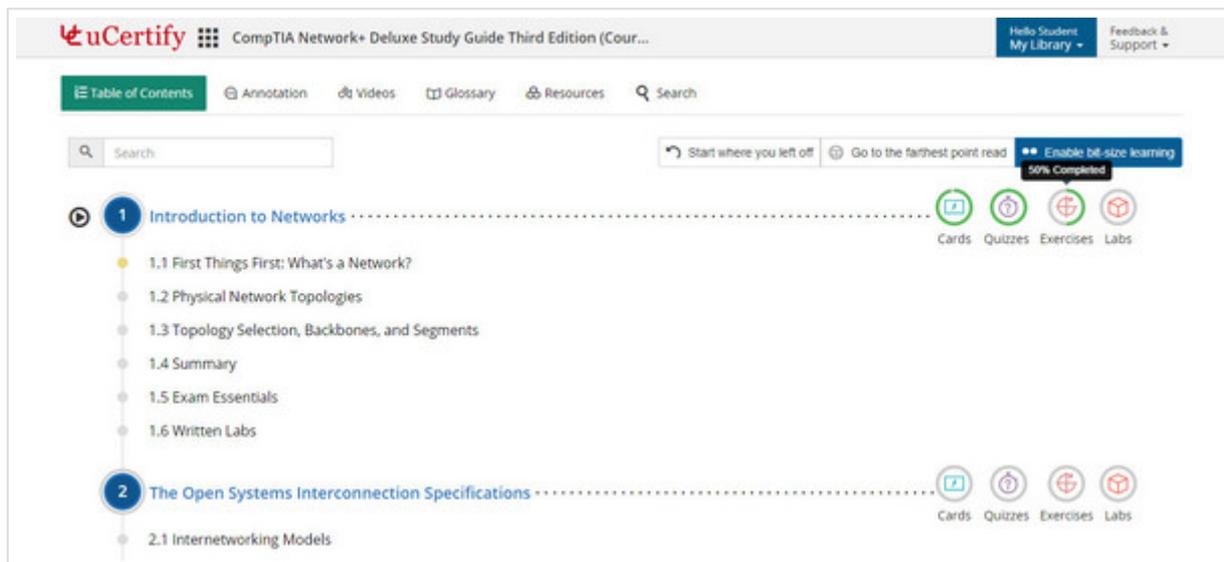


Figure 6.32: Progress Made in Exercises

As per your percentage of completion, the outer ring of the **Quiz**, **Exercise**, or **Labs** button will fill to green.

Method 2

On the **Dashboard**, click the **Open Study Planner** tab.

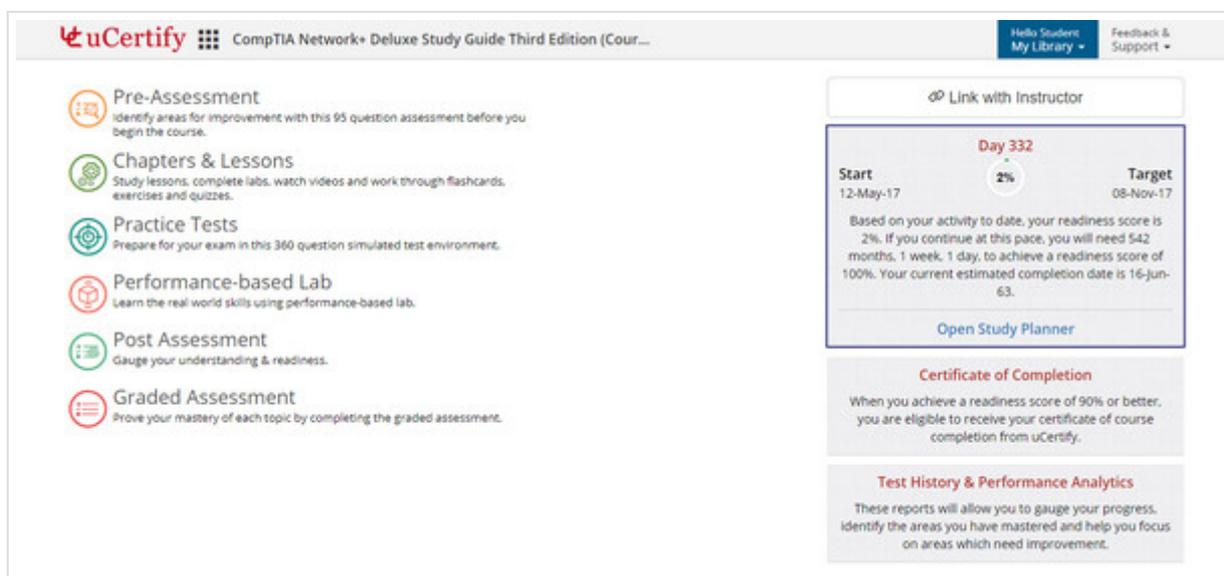


Figure 6.33: Study Planner Tab

Go to **Step 3: Lessons & Exercises**. Hover on the **Quiz**, **Exercise**, or **Labs** button, a pop-up indicating the percentage of completion will appear. As per your percentage of completion, the color of the **Quizzes**, **Exercises**, or **Labs** button will change to green.

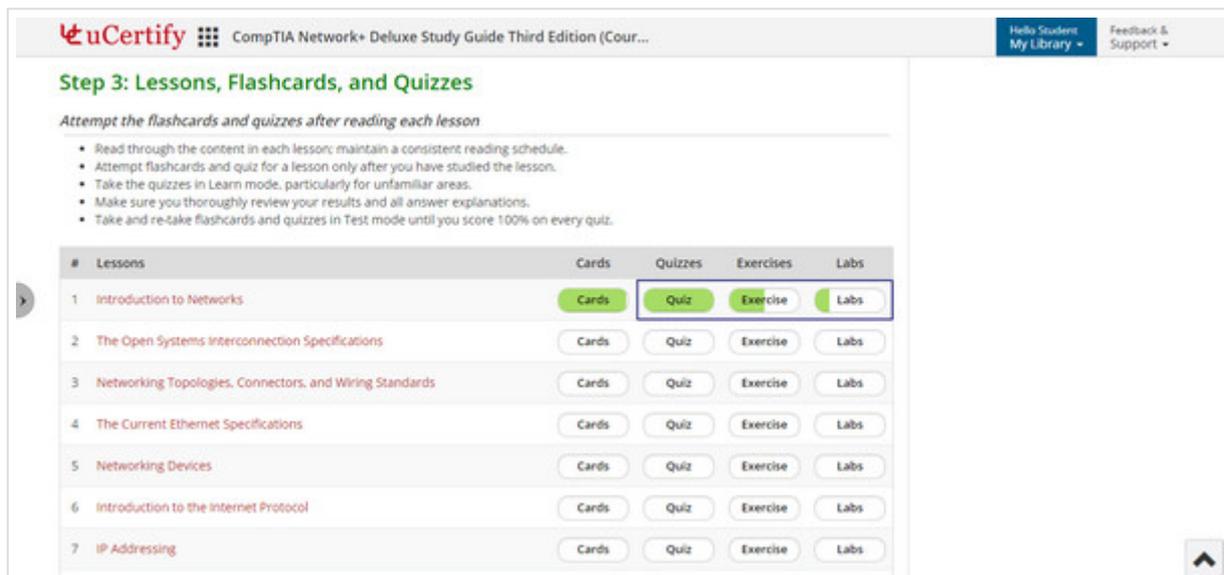
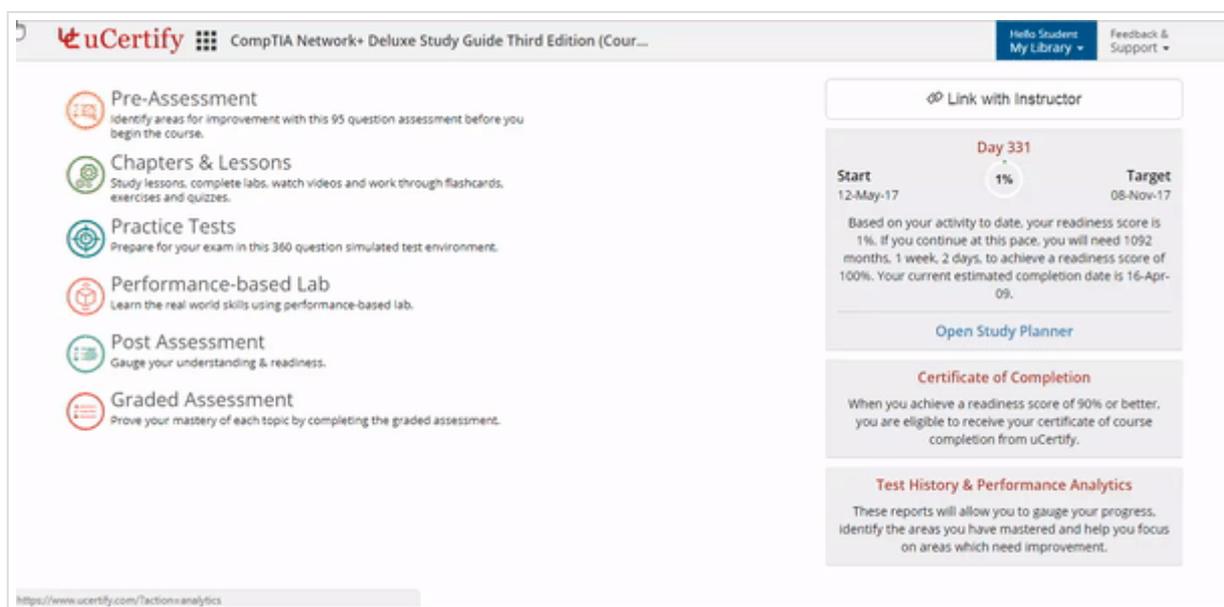


Figure 6.34: Quiz, Exercise, and Labs Progress in Study Planner Page

Method 3

On the **Dashboard**, click the **Test History & Performance Analytics** tab. Click the **Review** button next to the **Test History & Progress Reports** option. You can search performance of desired **Quiz**, **Exercise**, or **Labs** using the **Search** box.



GIF 6.5: Opening Test History & Performance Window and Reviewing the Performance

Bottom bar while navigating through assessments

- **Previous:** Clicking the **Previous** button will take you to the previous question of the assessment. At first question, this button is disabled.

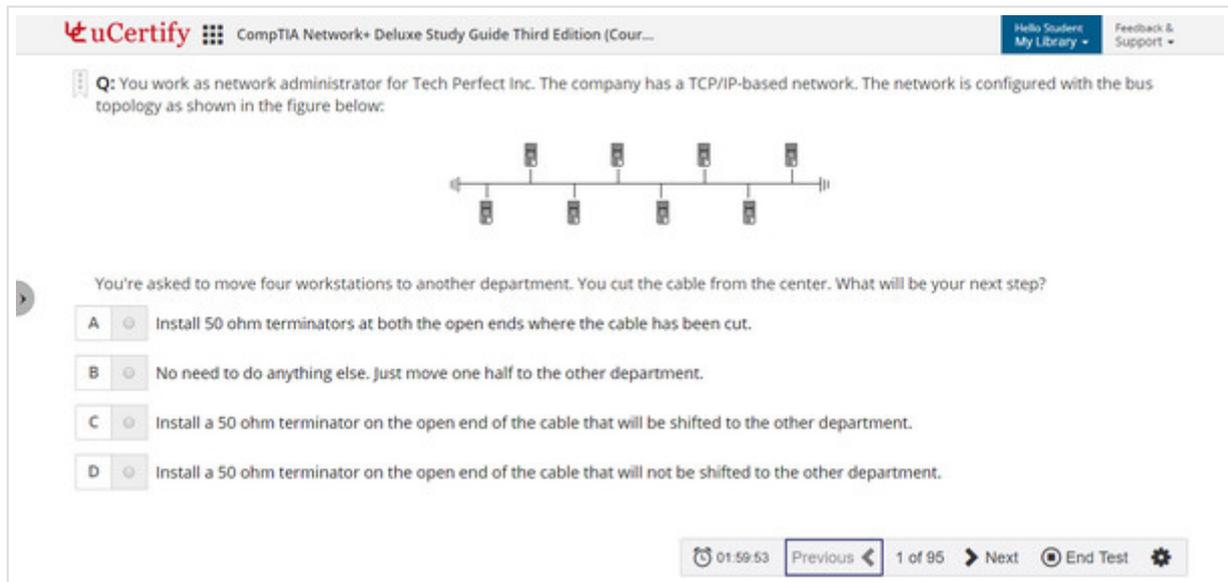


Figure 6.35: Previous Button in Bottom Navigation Bar of Assessment

- **Next:** Clicking the **Next** button will take you to the next question of the assessment.

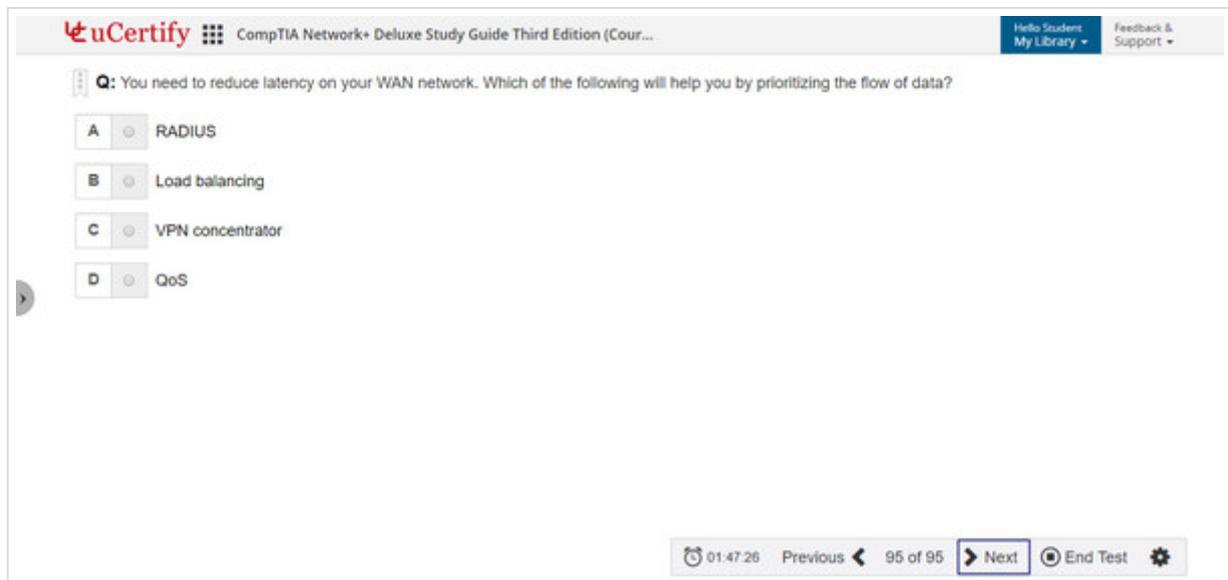


Figure 6.36: Next Button in Bottom Navigation Bar of Assessment

If you are on the last question of the assessment, then clicking the **Next** button will open a modal box showing that you are on the last question.

Clicking the **End Test** button will take you to the result page of the **Exercise**.

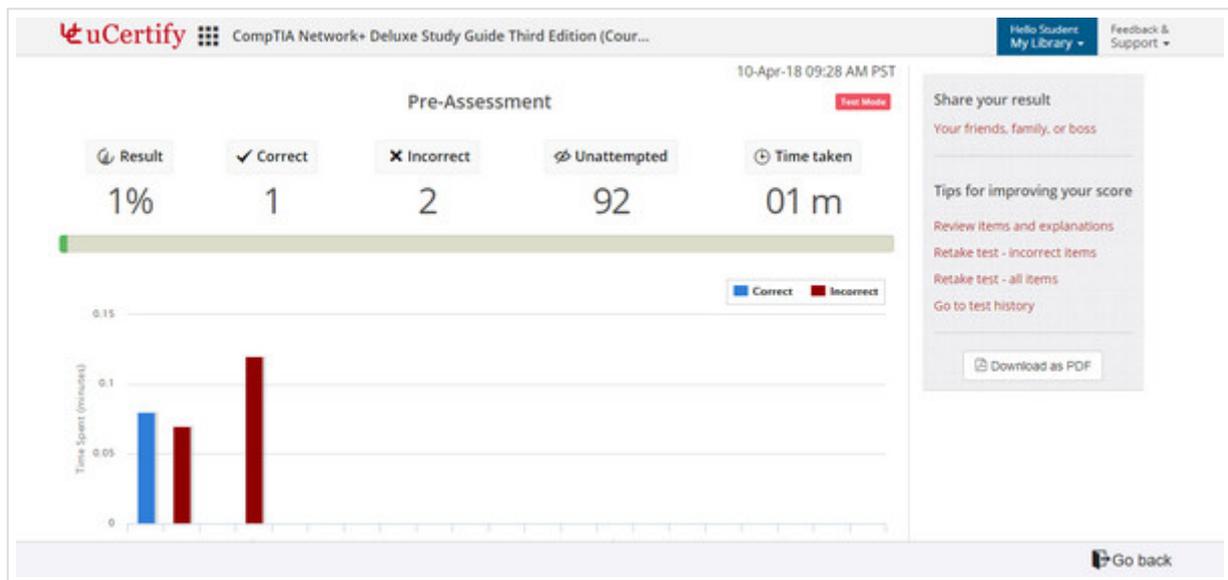


Figure 6.37: Result Page of the Exercise

The result page displays:

- Result percentage.
- Number of correct questions.
- Number of incorrect questions.
- Number of unattempted questions.
- Total time taken.
- Graph which shows time spent on each question and whether it is correct or incorrect.
- Table with the correct answer, your answer, result, and bookmark information for each question.

You can share your result with friends, review your test, retake test of all items or all incorrect options by following the link on the right side of the page. You can go to the **Test History** page by clicking the **Go back** button.

- Clicking the **Retake test – all items** will allow you to again take test of all items of the assessment. Clicking the **Retake test – incorrect items** will allow you to take test of all incorrect answered items of the assessment.
- Clicking the **Review items and explanations** will allow you to review answers of all items with detailed explanations.
- Clicking the **Go to test history** will take you to the test history page. The **Test History**

page displays a list of tests you have attempted with their scores.

- **Settings:** Includes four options **Font & Color Settings**, **Enhanced Accessibility**, **Keyboard**, and **Full Screen**.

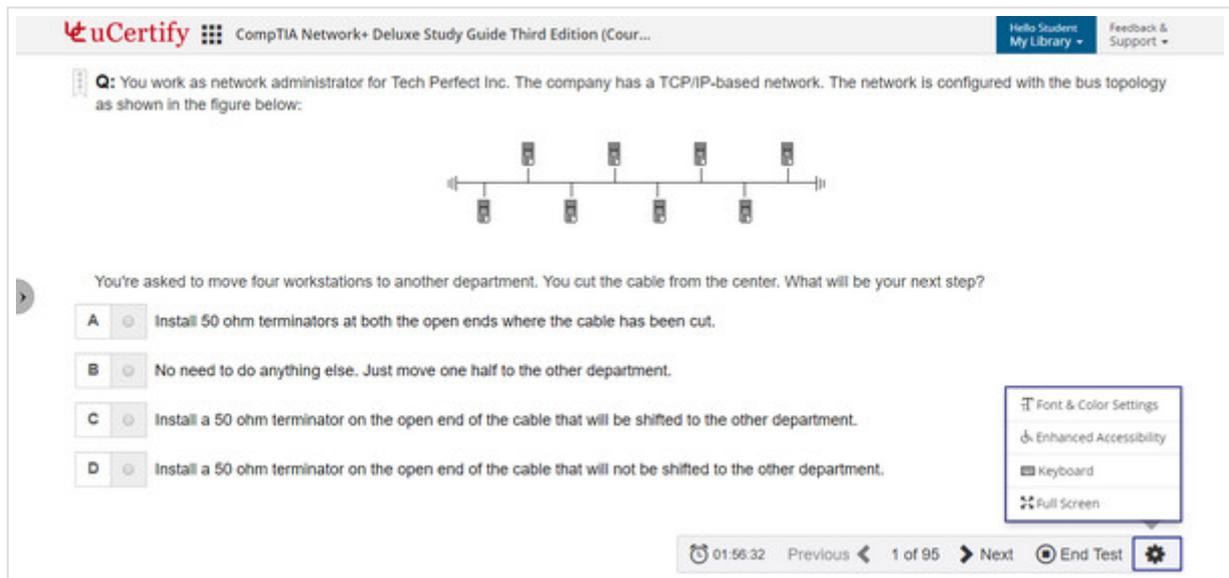


Figure 6.38: Settings Button Options in Bottom Bar of Assessments

- Selecting the **Font & Color Settings** option will open a pop-up box with font and color setting controls.

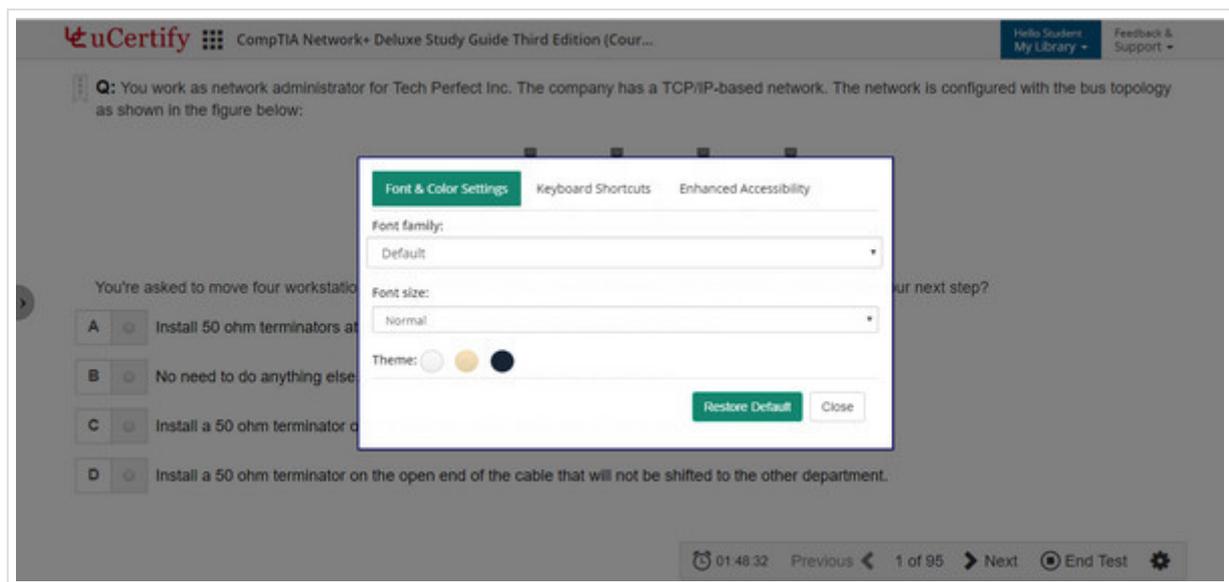


Figure 6.39: Font and Color Settings Modal Box

The **Font family** drop-down allows you to change the font used in the course.

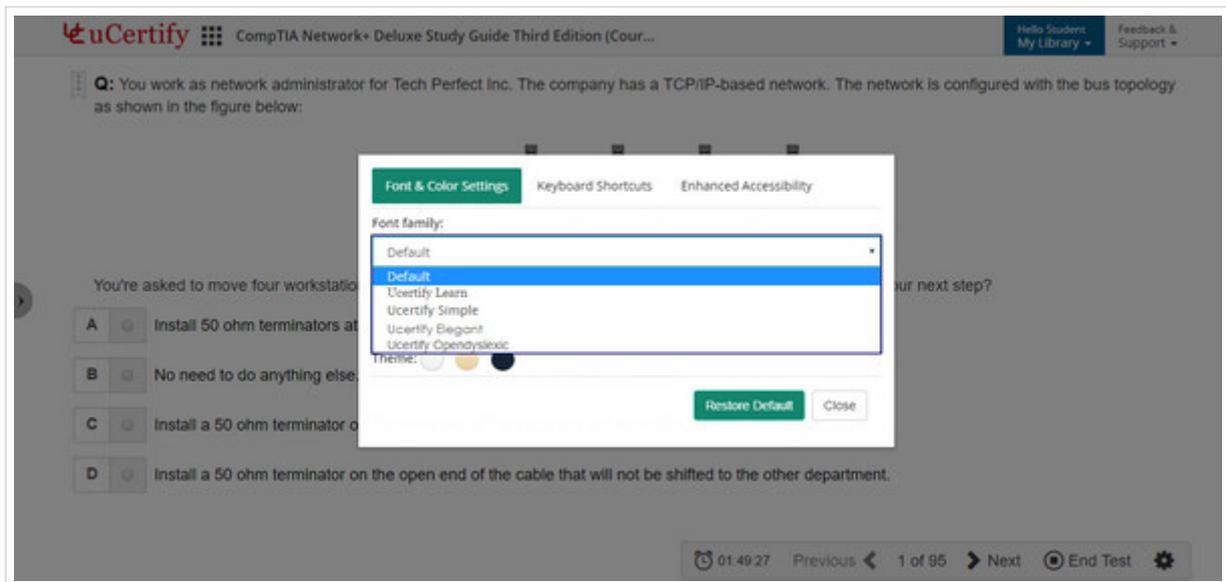


Figure 6.40: Font Family Options

The **Font size** drop-down allows you to change the font size of text showing in the course .

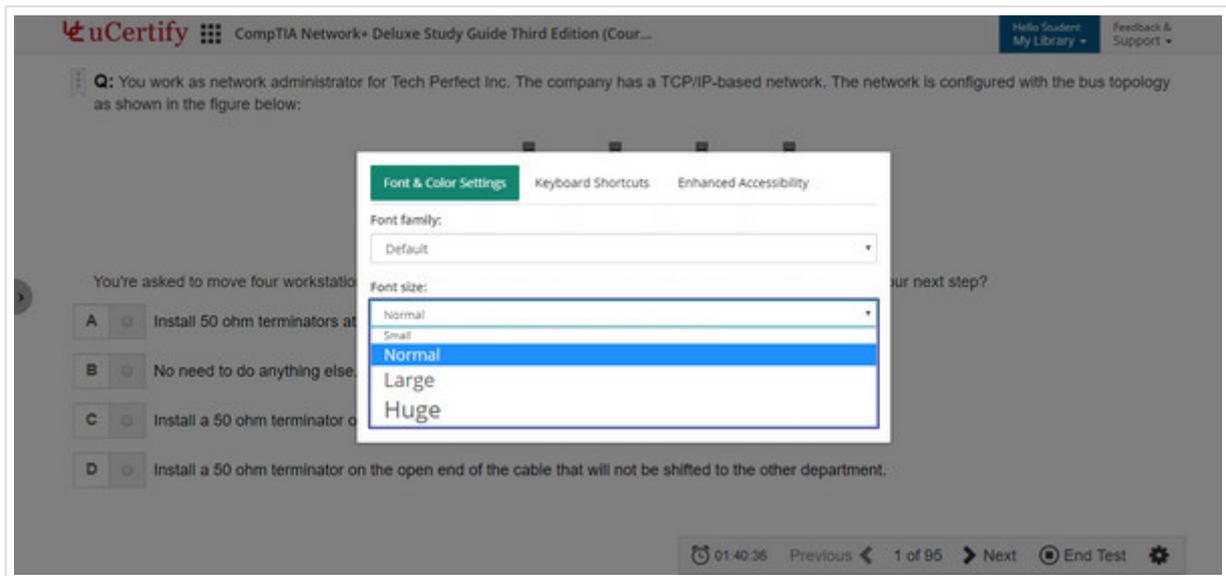


Figure 6.41: Font Size Options

There are three color modes: **White**, **Sepia**, and **Black**. White is used by default. You can change the color mode by selecting the appropriate buttons. Clicking the **Restore Default** button will reset all fonts and colors to default.

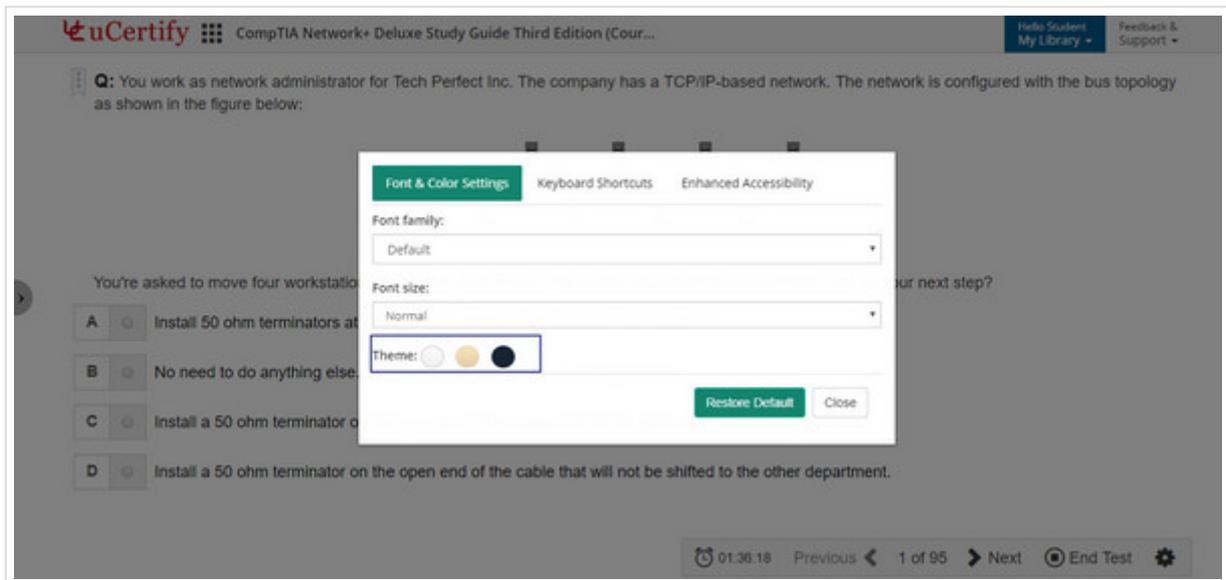


Figure 6.42: Theme Color Options

- Selecting the **Keyboard** option will open the **Keyboard Shortcuts** modal box.

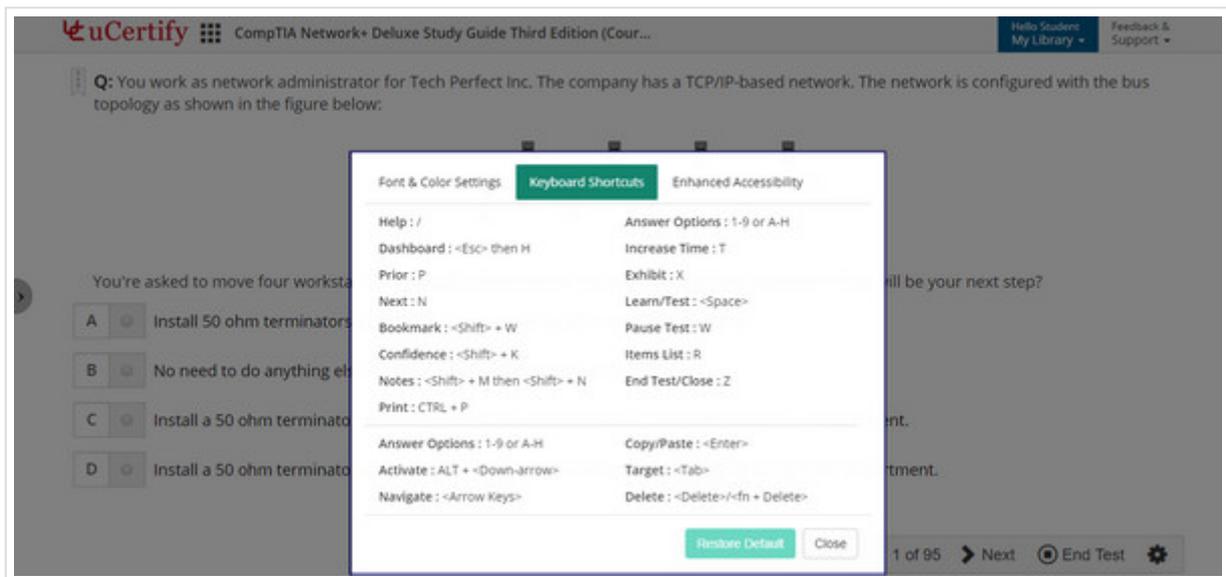


Figure 6.43: Keyboard Shortcuts Modal Box

- Selecting the **Enhanced Accessibility** option will open the **Enhanced Accessibility** modal box. You can set the **Animation**, **Accessibility**, and **TTS Playback Speed** option as per the requirement.

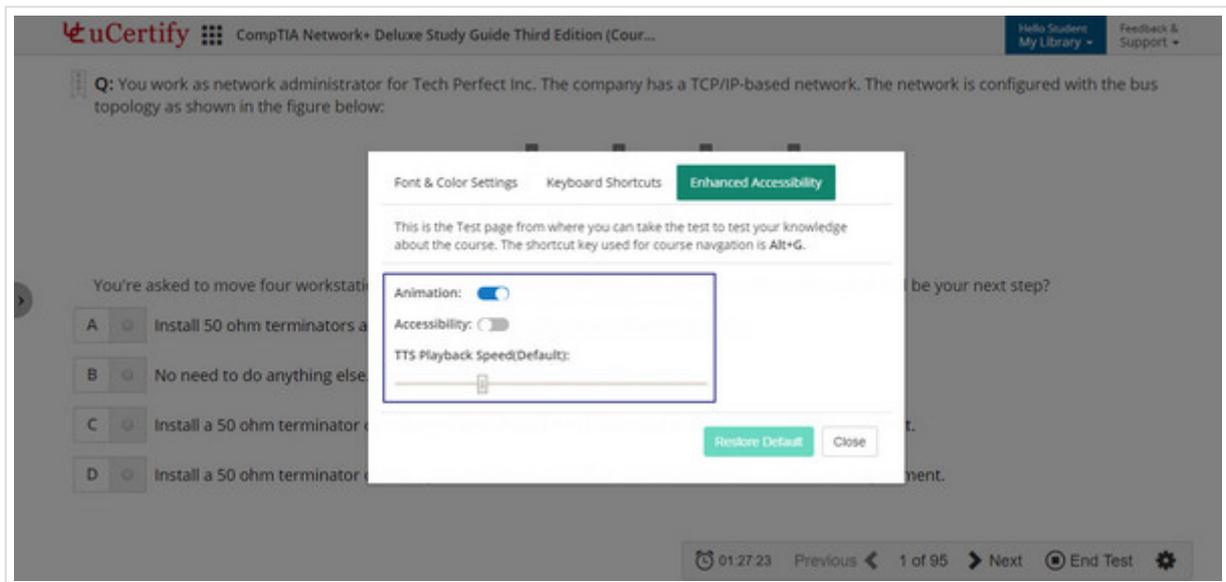


Figure 6.44: Enhanced Accessibility Modal Box

- Selecting the **Full Screen** option will enable to view the questions in full screen mode.

SIDE PANEL IN ASSESSMENTS

Clicking the **arrow** icon at the left side of the assessment will open the item list in the **side panel**.

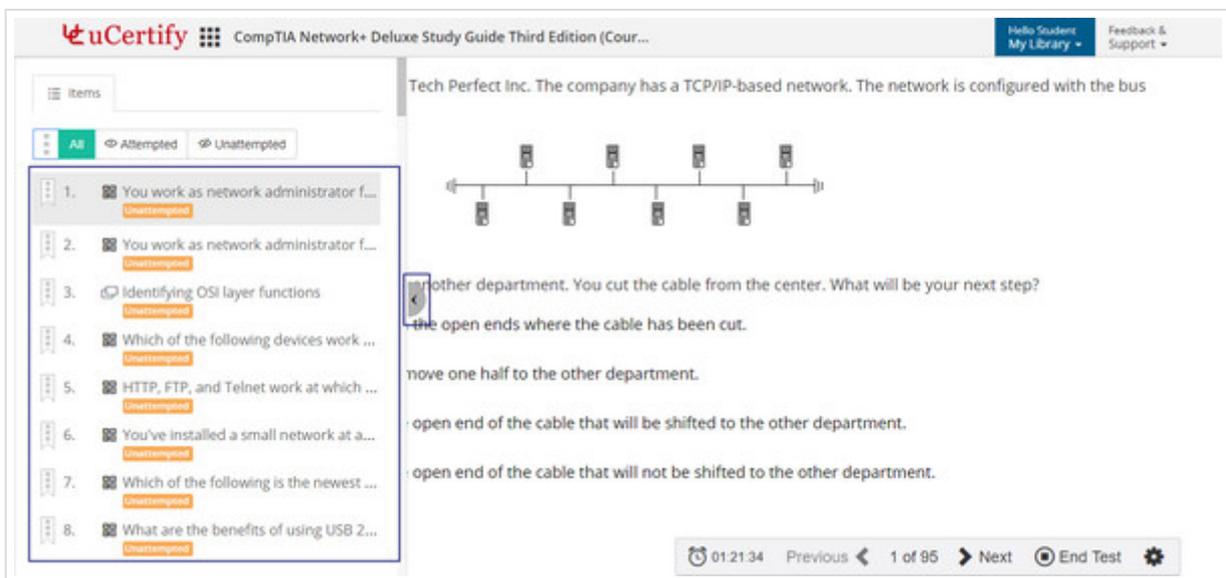


Figure 6.45: Item List in Side Panel

The **All** tab consists of all items in the assessment. Clicking the **three-dots** menu will open a dropdown.

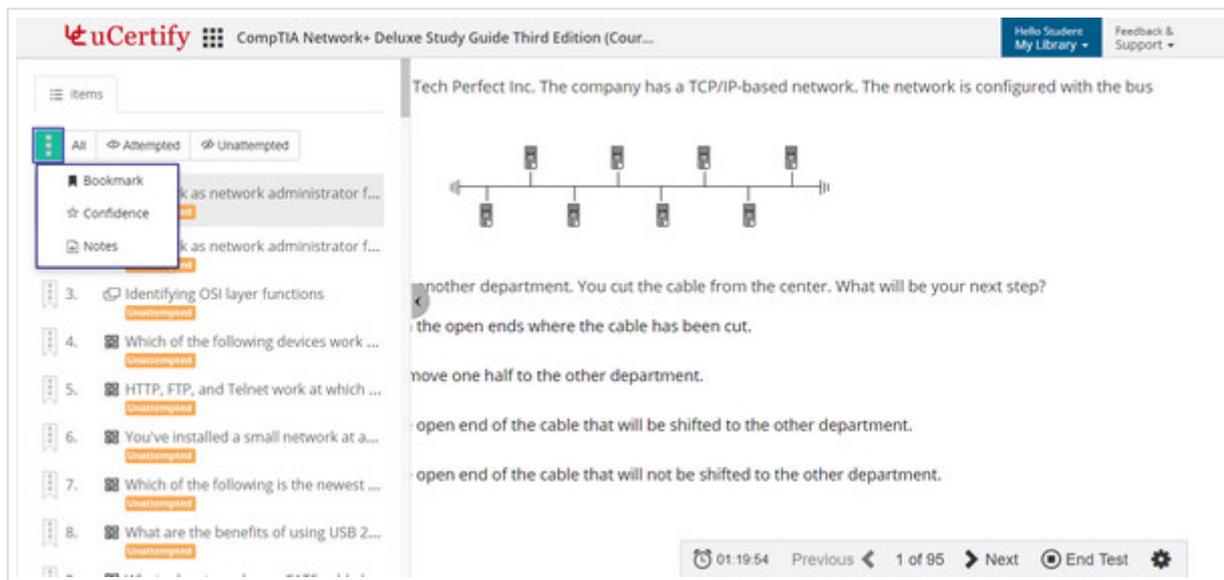


Figure 6.46: Three-Dots Menu Drop-Down

Among the three dots, upper dot represents the **Bookmark**, middle dot represents **Confidence** marked questions, and the lower dot represents **Notes**.

Clicking the **Attempted** button will show the list of all attempted questions.

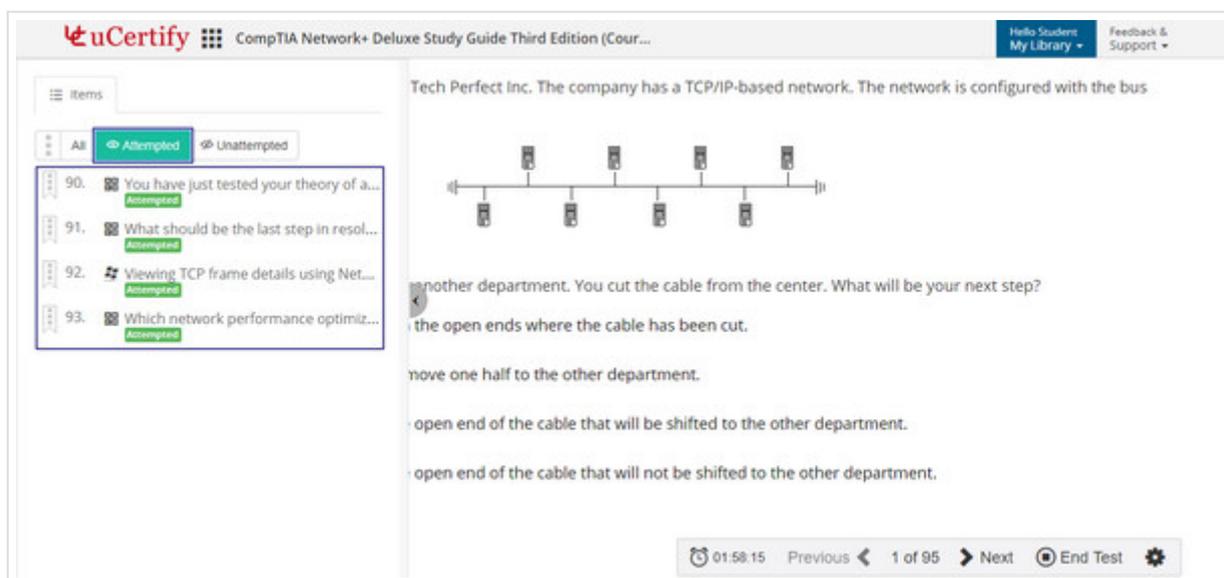


Figure 6.47: Attempted Items in Assessment

Clicking the **Unattempted** button will show the list of all unattempted questions.

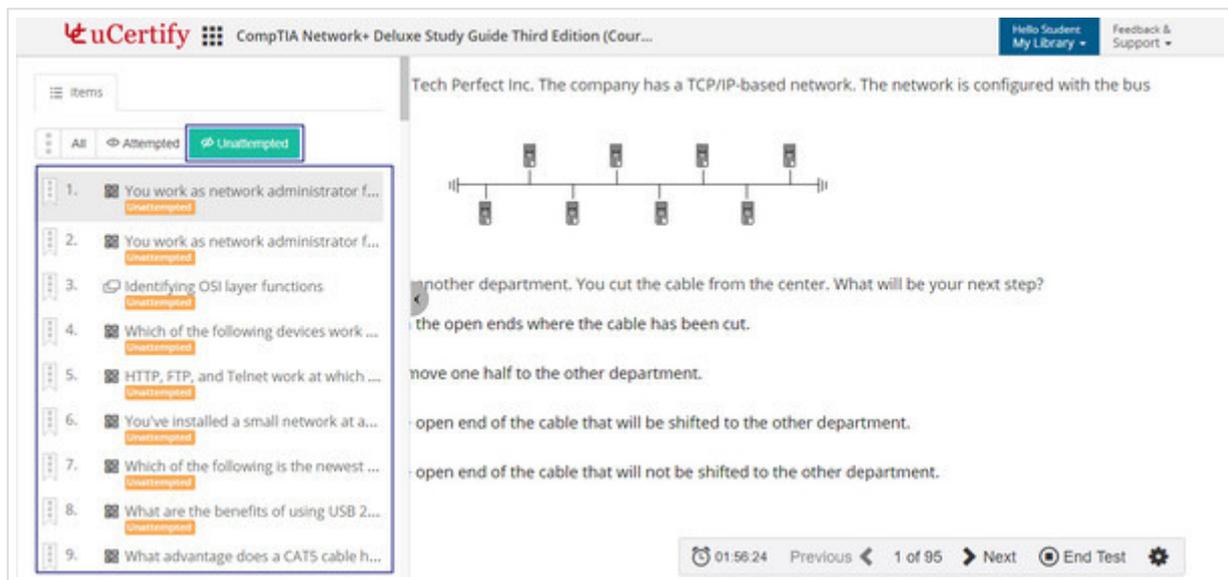


Figure 6.48: Unattempted Items in Assessment

IF YOUR TESTS ARE PENDING

a. If your multiple tests are pending, you will find the **Show All** button on the **Dashboard** and the practice test page.

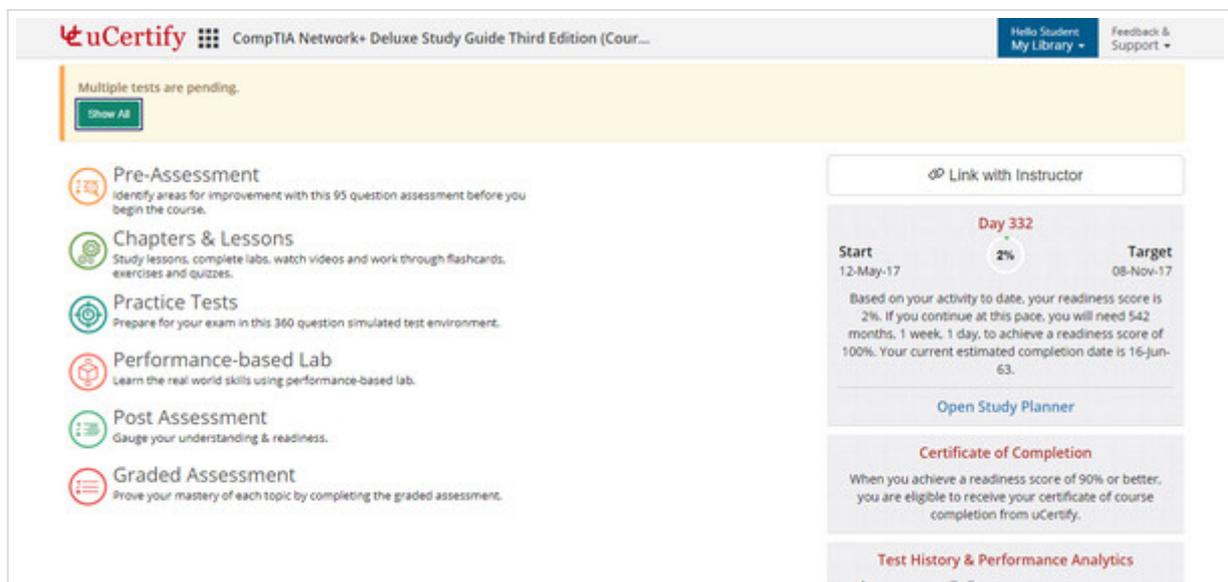


Figure 6.49: Course Dashboard with Show All Button for Multiple Pending Tests

Click the **Show All** button to view the pending test list.

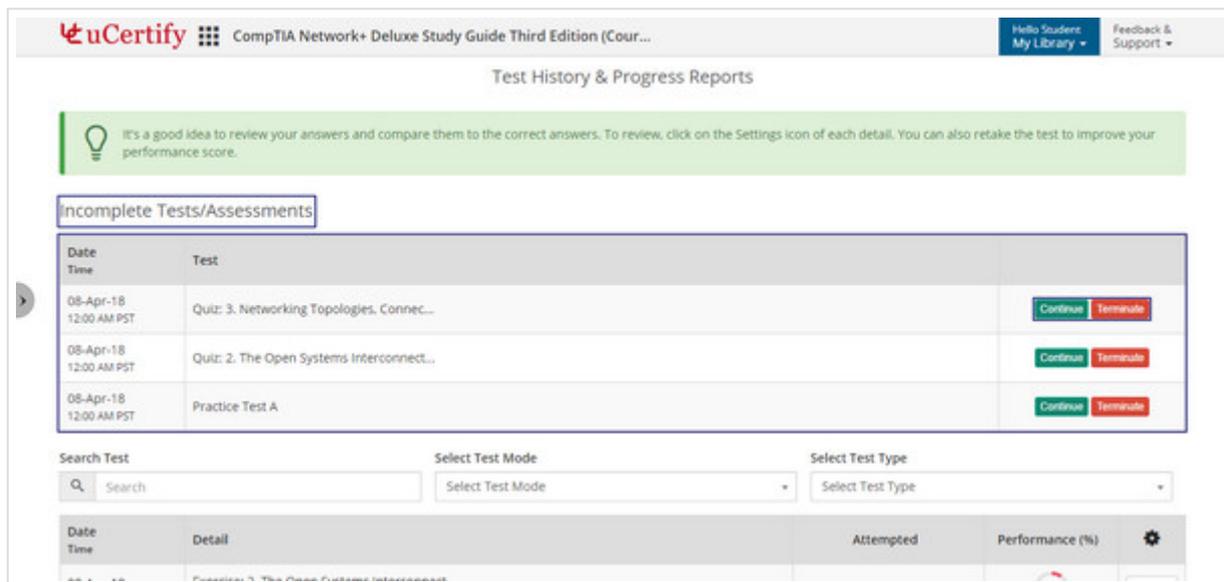


Figure 6.50: Incomplete Test/Assessments Page

Click the **Continue** button of respective test to start, or click the **Terminate** button to end.

b. If only one test is pending, you will find the following options on the **Dashboard** and the practice test page:

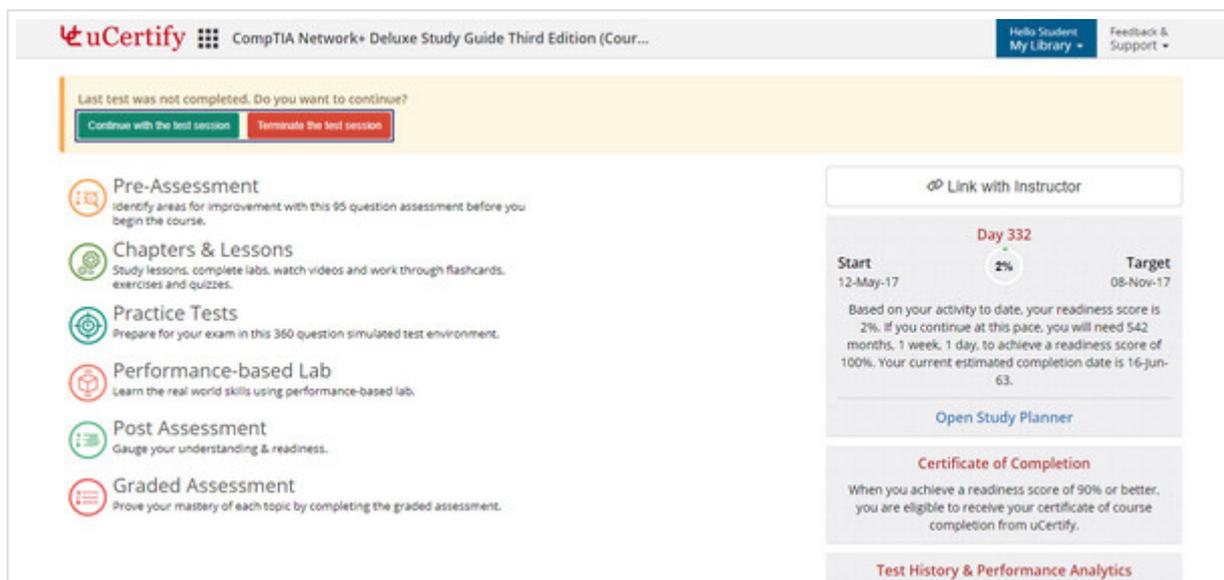


Figure 6.51: Continue with the Test Session or Terminate the Test Session Option for Single Pending Test

This test will continue only for the test time duration.

How to view Test History of Assessments, Quizzes, Exercises, and Practice Tests

On the **Dashboard**, click the **Test History & Performance Analytics** tab. Click the **Review** button next to the **Test History & Progress Reports** option.

The screenshot shows the uCertify dashboard for the course 'CompTIA Network+ Deluxe Study Guide Third Edition'. On the left, there are six main activity categories: Pre-Assessment, Chapters & Lessons, Practice Tests, Performance-based Lab, Post Assessment, and Graded Assessment. On the right, there is a 'Link with Instructor' button, a progress summary for 'Day 331' showing a 1% completion rate, and a 'Certificate of Completion' section. At the bottom right, there is a 'Test History & Performance Analytics' section with a 'Review' button.

GIF 6.6: Reviewing Test History & Progress Reports

You can search performance of desired assessments, quiz, exercise, labs, or practice tests using the **Search** box.

The screenshot shows the 'Test History & Progress Reports' page. It features a search bar, filters for 'Select Test Mode' and 'Select Test Type', and a table of test results. A green tip box at the top suggests reviewing answers. The table lists tests with their dates, details, attempted counts, and performance percentages.

Date Time	Detail	Attempted	Performance (%)	
08-Apr-18 07:02 AM PST	Quiz: 3. Networking Topologies, Connec... Test Mode	0/9	0	⚙️ -
08-Apr-18 07:03 AM PST	Quiz: 2. The Open Systems Interconnect... Test Mode	0/7	0	⚙️ -
08-Apr-18 07:20 AM PST	Practice Test A Test Mode	0/90	0	⚙️ -
08-Apr-18 05:03 AM PST	Exercise: 2. The Open Systems Interconnect... Test Mode	2/20	10	⚙️ -
08-Apr-18 04:59 AM PST	Pre-Assessment Test Mode	0/95	0	⚙️ -

Figure 6.52: Test History & Progress Report Page

You can also search a particular assessment, quiz, exercise, lab, or practice test via their mode and type. Click the **Test Mode** drop-down, to select desired mode.

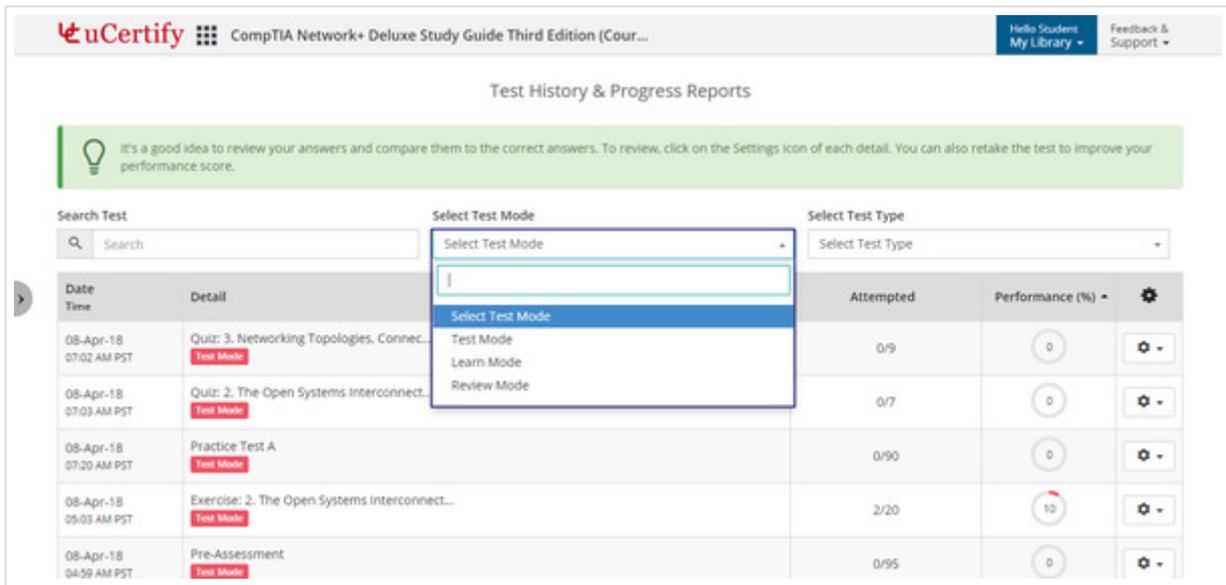


Figure 6.53: Test History & Progress Report Page with Test Mode Options

Now, click the **Test Type** drop-down and select the type of the test for which you wish to view the result.

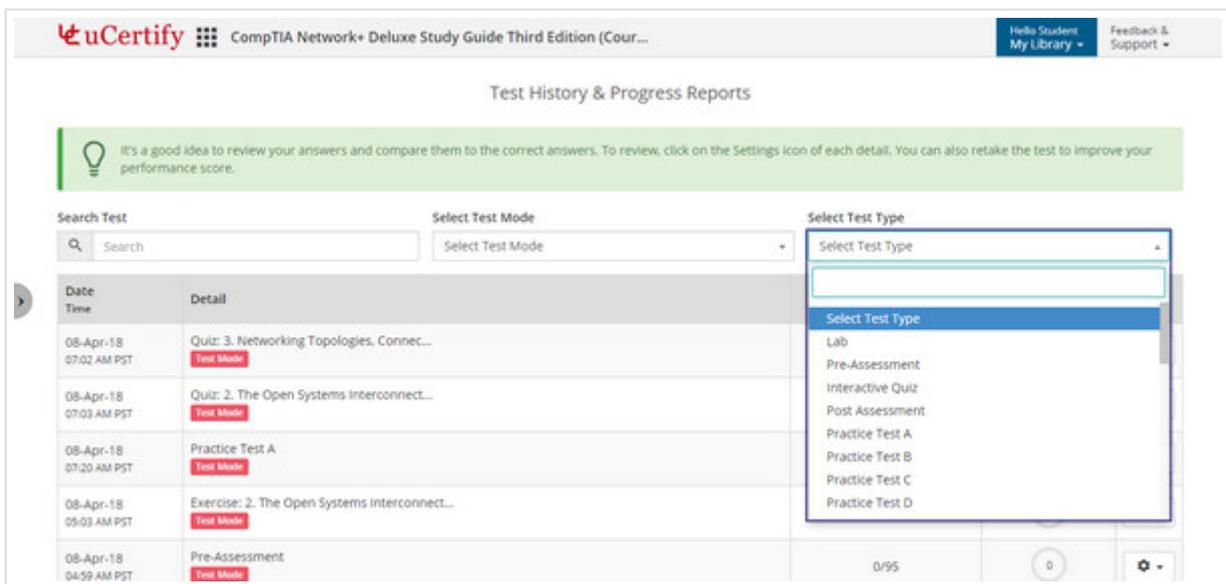


Figure 6.54: Test History & Progress Report Page with Test Type Options

8. Chapters and Lessons

Click the **Chapters & Lessons** tab on the **Dashboard** or select the **Chapters & Lessons** option

from the **Course Navigation** menu.

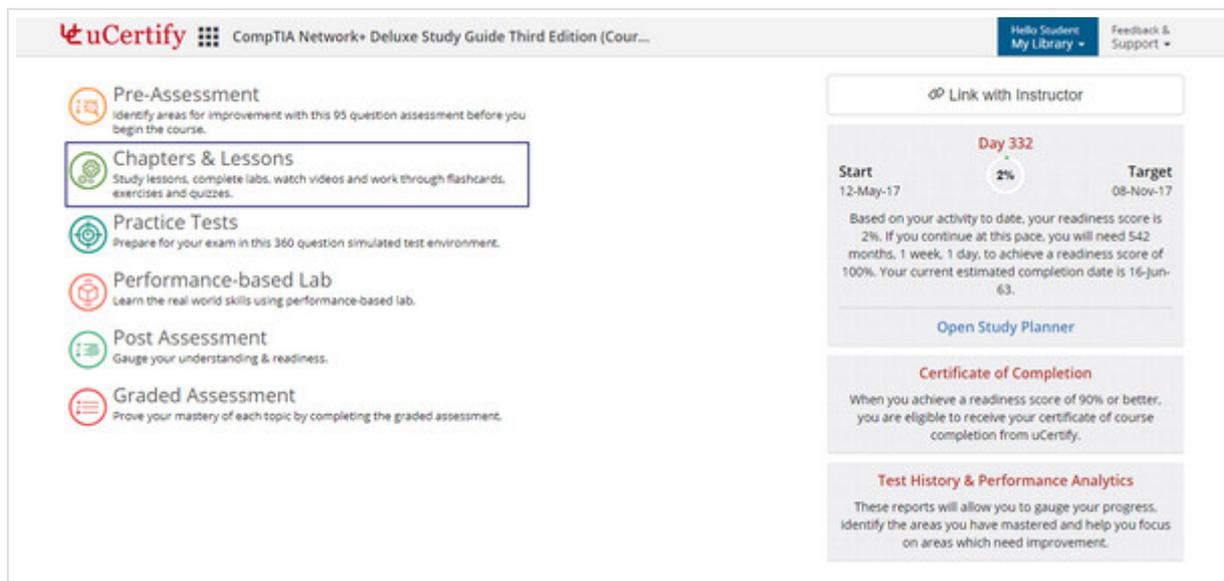


Figure 7.1: Course Dashboard with Chapters & Lessons Tab

Click on the chapter name to study any chapter. As per your reading percentage of each topic of a chapter, the outer ring of the corresponding topic or chapter will change its color accordingly: Click the **Chapters & Lessons** tab on the **Dashboard** or select the **Chapters & Lessons** option from the **Course Navigation** menu.

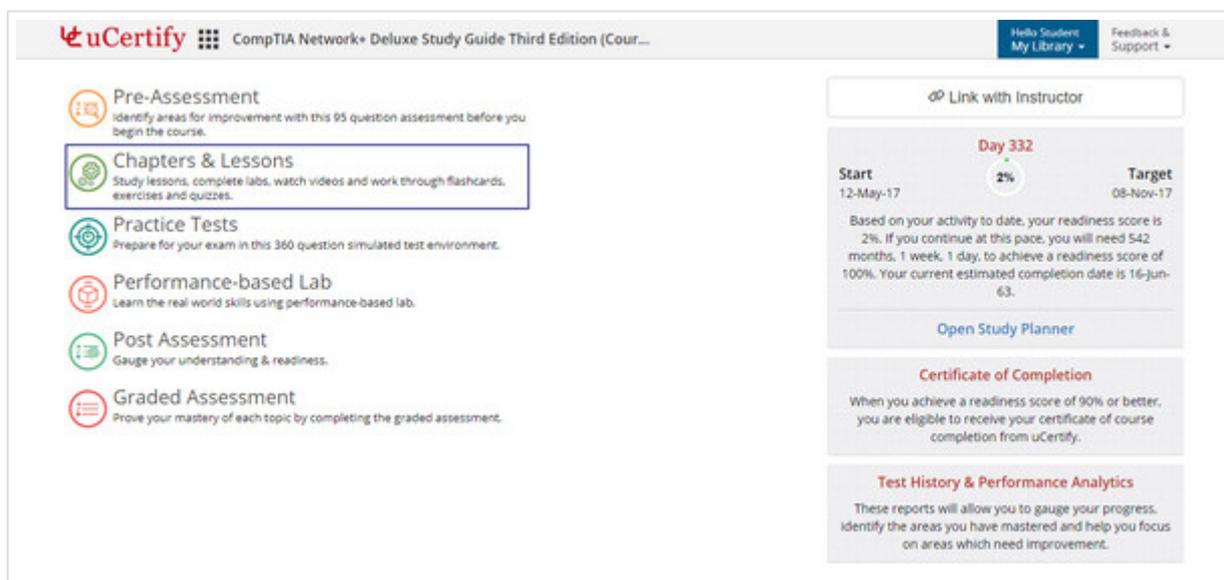


Figure 7.1: Course Dashboard with Chapters & Lessons Tab

Click on the chapter name to study any chapter. As per your reading percentage of each topic of a chapter, the outer ring of the corresponding topic or chapter will change its color accordingly:

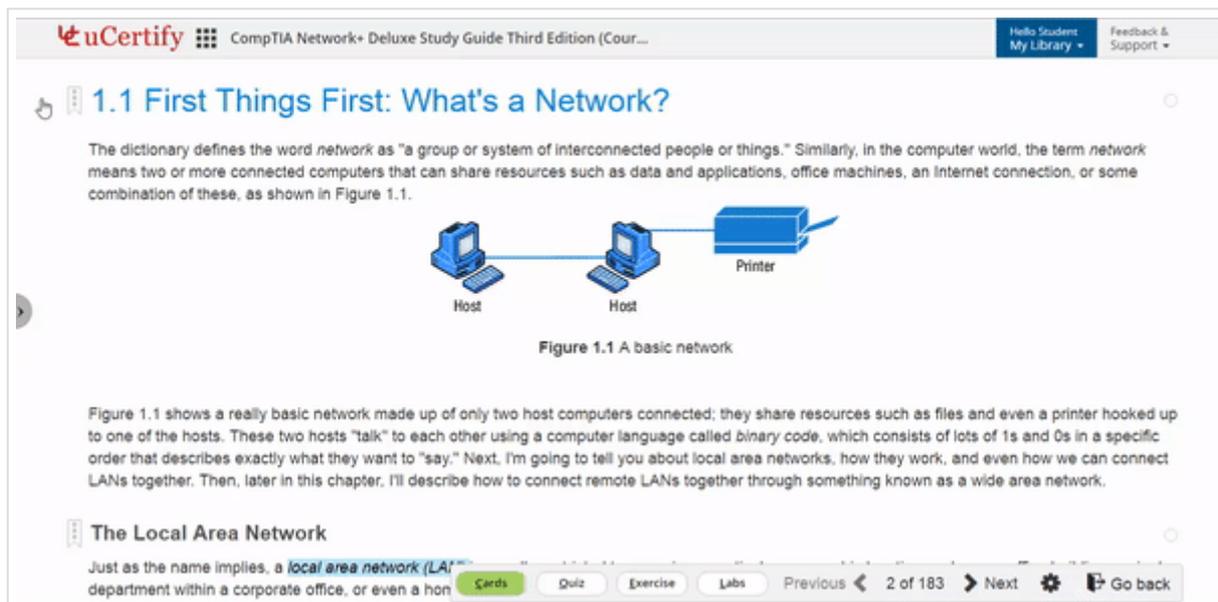
- **Gray color** denotes the topic or chapter is not read yet.
- **Yellow color** denotes that you have started reading the topic or chapter but not completed yet.
- **Green color** denotes the topic or chapter is read.

Shortcuts	Description
R	To navigate to item list
Spacebar	To scroll one page down
P	To view previous item or activity
N	To view next item or activity
Alt+K	To go back
Alt+C	To open Flashcards within chapters and lessons
Alt+Q	To open Quizzes within chapters and lessons
Alt+E	To open Exercises within chapters and lessons
Alt+L	To open Labs within chapters and lessons
Alt+A	To use accessibility features in chapter and lessons

Table 7.1: Chapters & Lessons Shortcuts

Text-to-speech

Text-to-speech converts the text into spoken words. You can access this by clicking on the **Play** button before the heading of the chapter. Also, the word will be highlighted in the chapters as per the audio.



GIF 7.1: Using Text-to-Speech Option in Chapters and Lessons

Note: The text-to-speech may vary from course to course.

Maximum time spent

You can identify progress made in each topic with the help of the **Reading Indicator**. Initially, **Reading Indicator** will be white in color. On the basis of time spent on each topic, the bar will fill in green color.

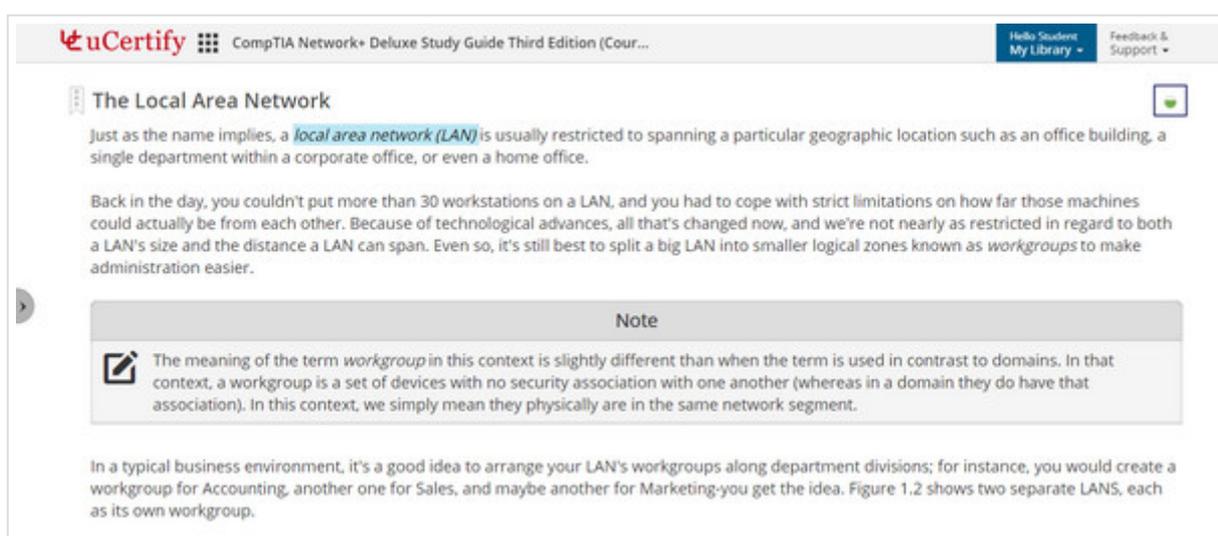
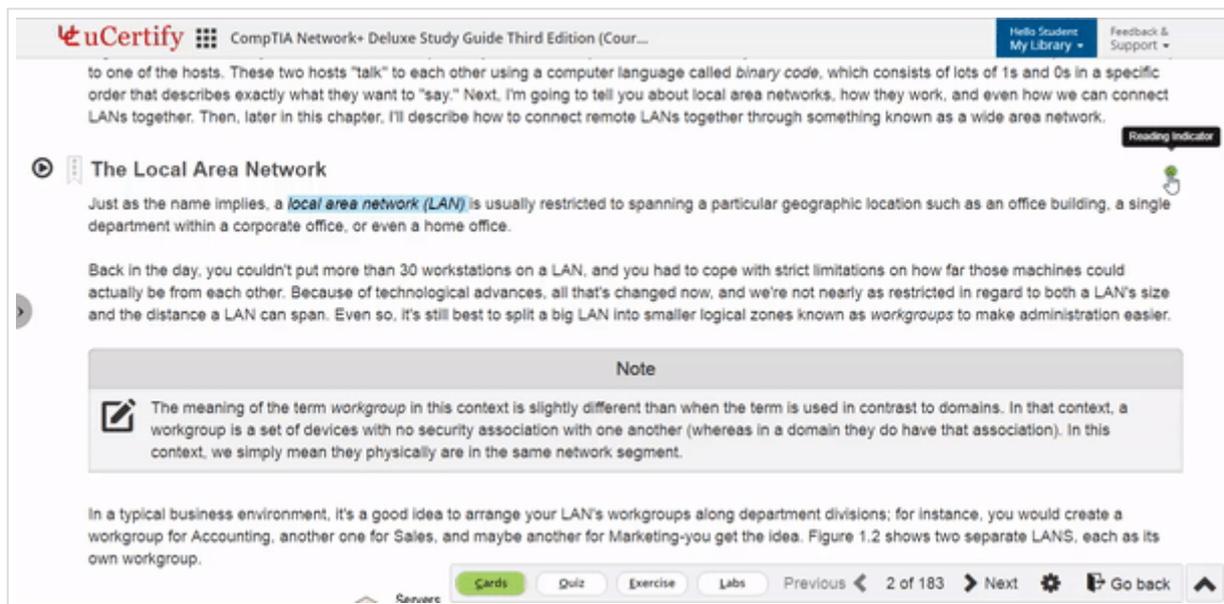


Figure 7.2: Chapters & Lessons with Reading Indicator

You can mark any topic as read or unread. Click the **Reading Indicator** next to the topic name and click the **Mark as read** or **Mark as unread** option.



GIF 7.2: Marking a Topic as unread

Once you open **Chapters & Lessons**, you will find a **Table of Contents** window, which consists of the following tabs:

- **Table of contents:** Consists of a list of chapters covered.
- **Annotation:** Consists of annotations marked in the chapters.
- **Videos:** Consists of videos used in the course.
- **Glossary:** Contains explanations of concepts relevant to the course, you can sort the desired term using its initial alphabets or with the help of search box.
- **Resource:** Provides the option to download the course outline.
- **Search:** Allows to search about any topic throughout the course.

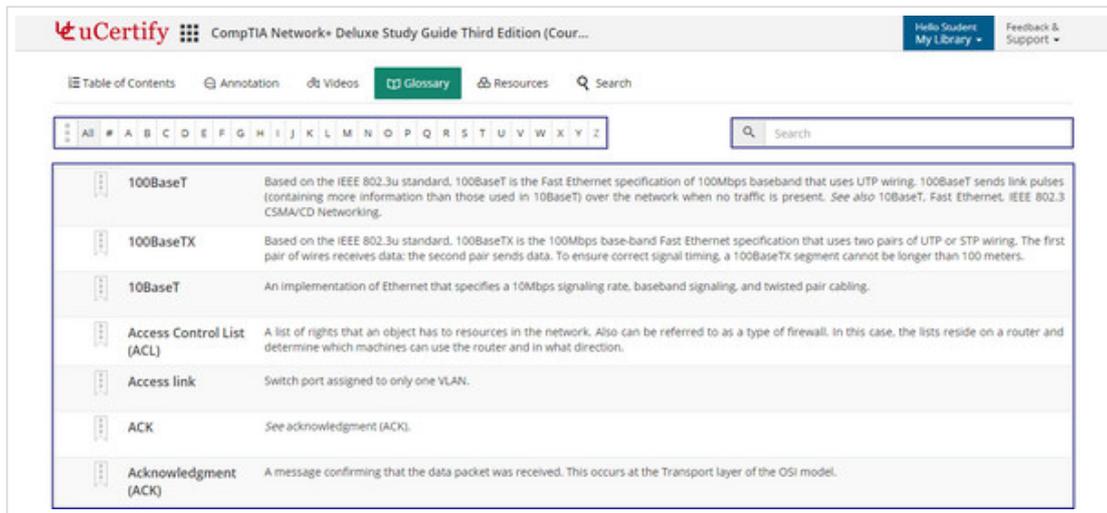


Figure 7.3: Glossary of Chapters & Lessons

Table of Contents

It shows chapters' name including all objectives.

- **Start where you left off:** Takes you to the point where you left last time while going through chapters.
- **Go to the farthest point read:** Takes you to the farthest point that you ever reached.
- **Enable bite-size learning:** Changes the mode of e-book reading. Select this (blue color shows the selection) to enable and then open the desired content. In this mode, you can navigate through each chapter objective wise; by default, an e-book is navigated chapter wise.

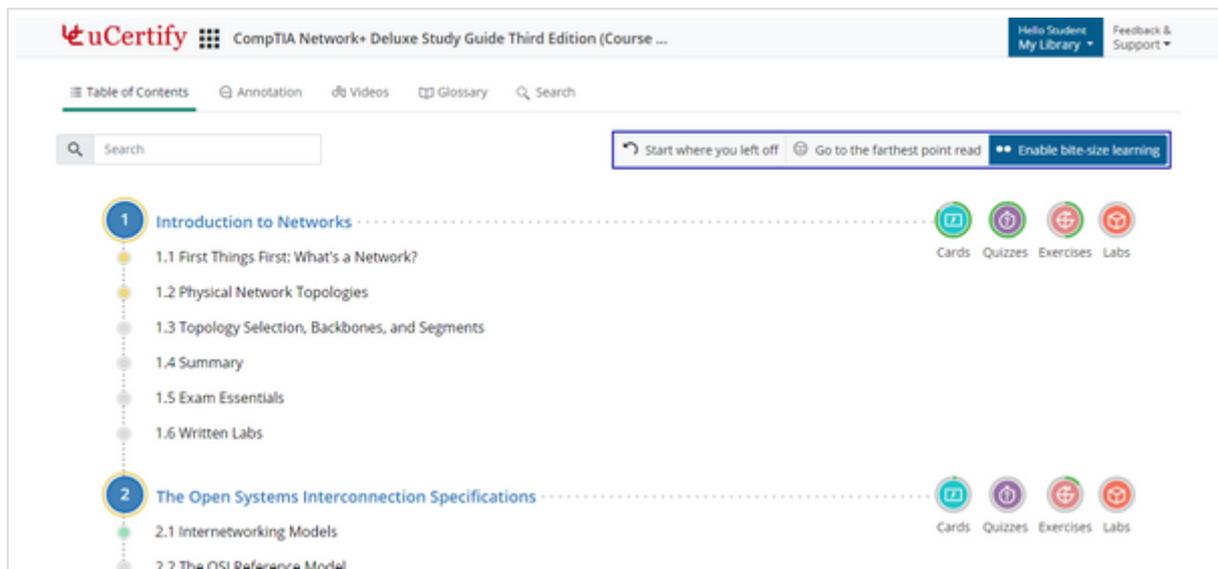


Figure 7.4: Options Available in Table of Content

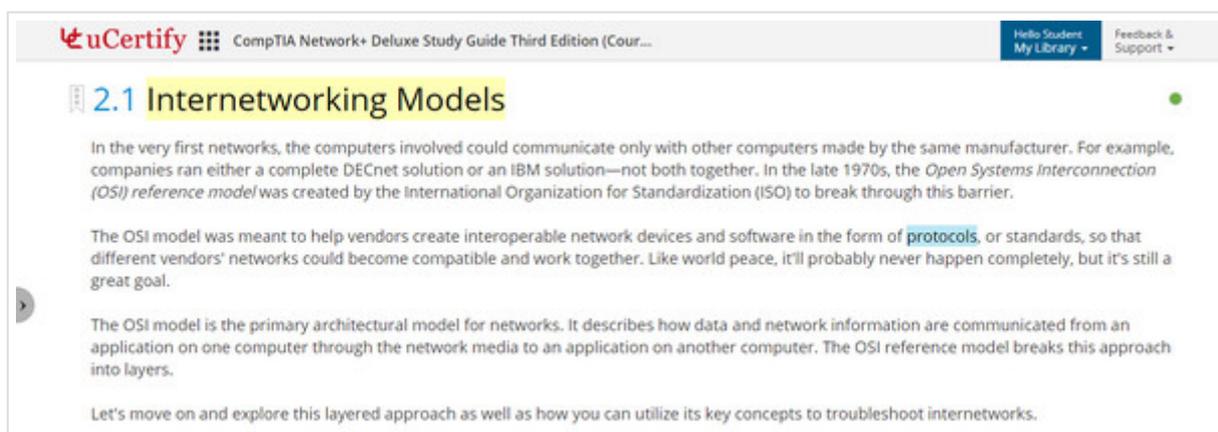


Figure 7.5: Content with Enabled Bite-Size Learning

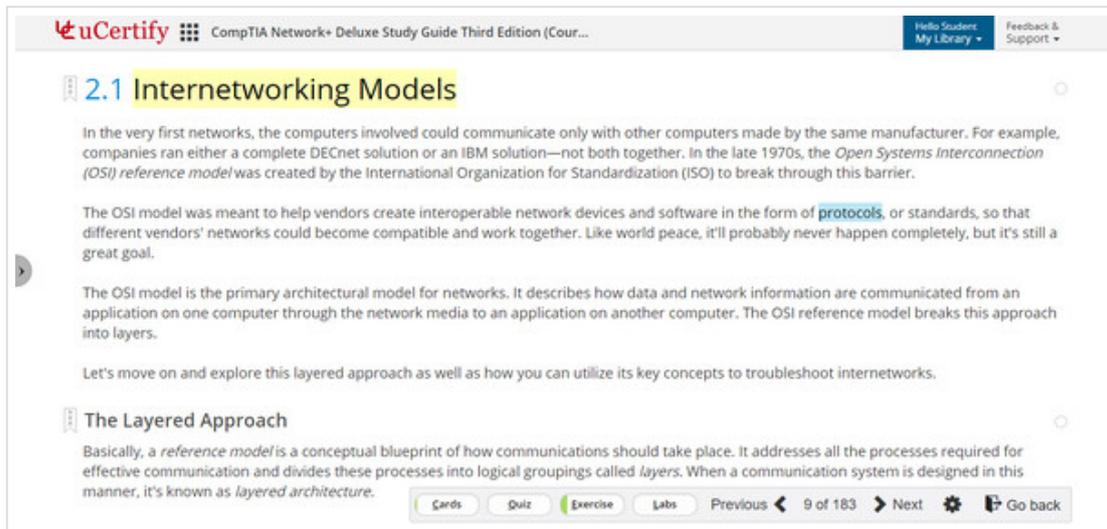
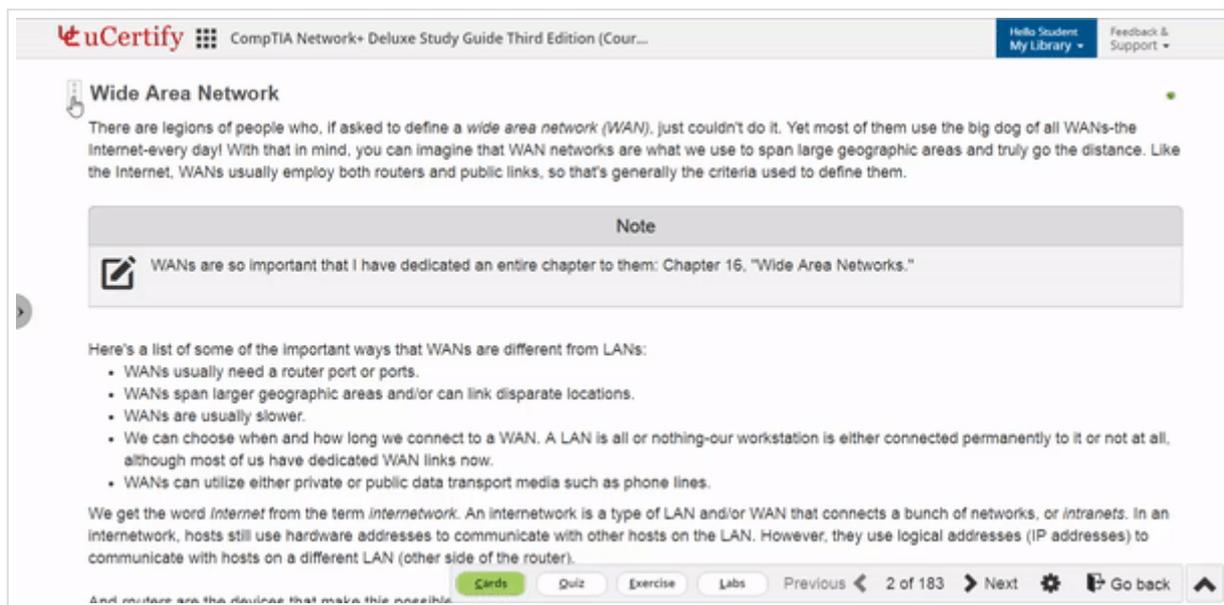


Figure 7.6: Content with Disabled Bite-Size Learning

9. Features Available in E-book

Bookmark, Confidence, and Notes

Click the **three-dots** menu before the heading of any section in the chapter to bookmark, give confidence, and add notes for that section.

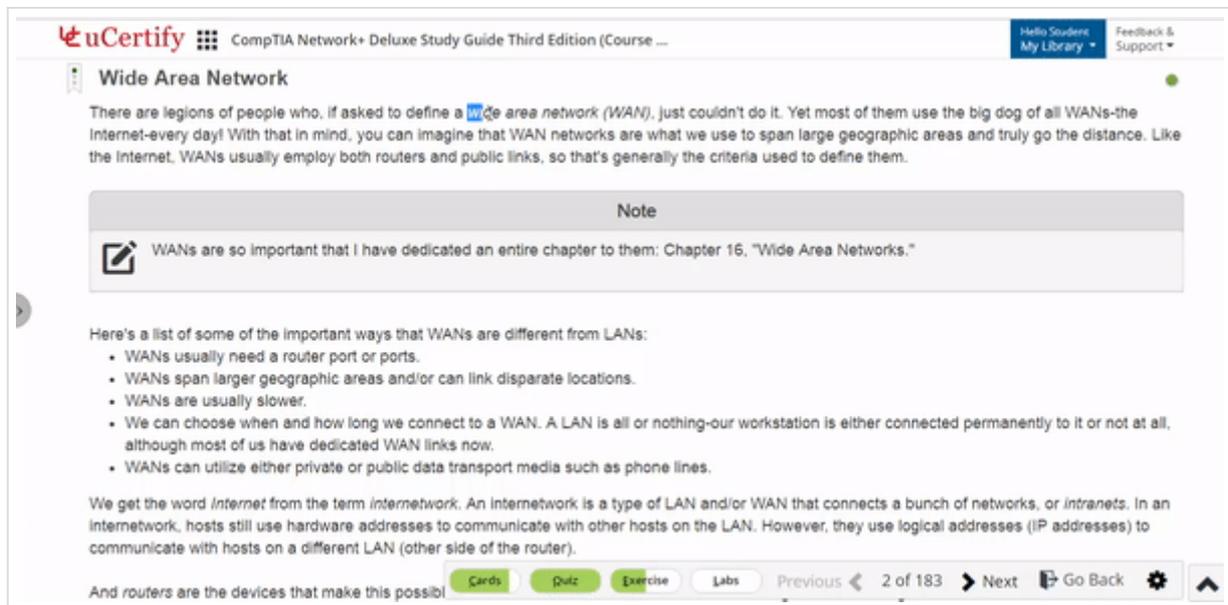


GIF 8.1: Using Bookmark, Confidence, and Notes in Chapters

Annotations

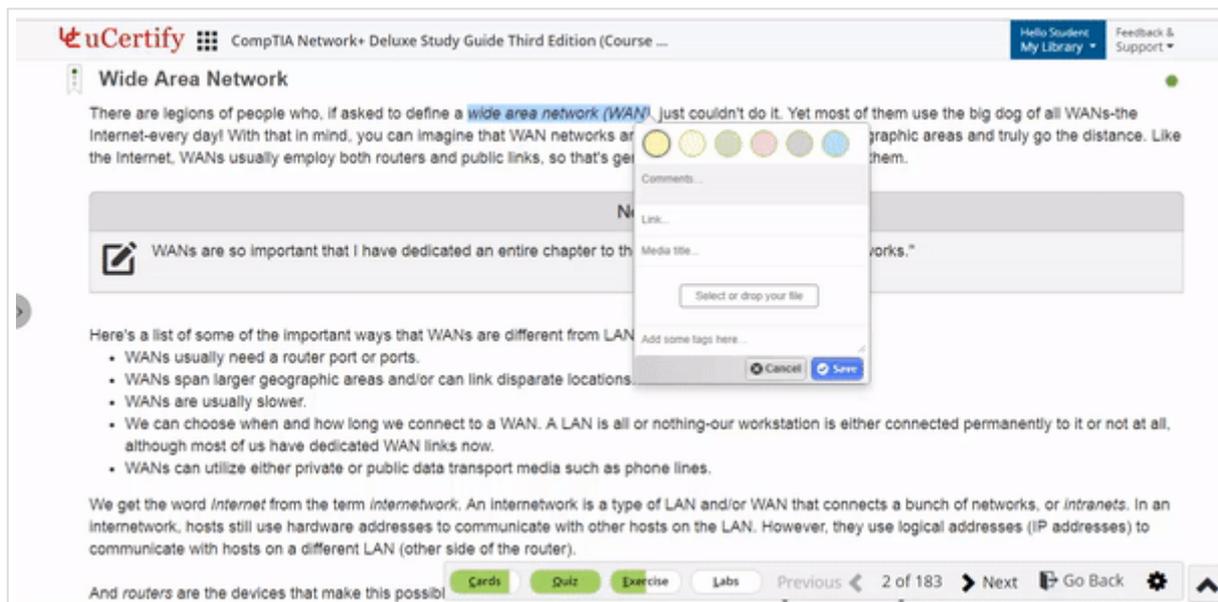
Here's how to highlight any text in the e-book section, and write comment:

Select the text you want to highlight and click the **Annotate Adder** icon from the **pop-up** box.



GIF 8.2: Adding Annotate after Selecting the Text

Select any of the color in which you want your text to be highlighted, add comments, links, media title, upload file, and add tags. Click the **Save** button.



GIF 8.3: Adding Comment to the Selected Text

Hover on the highlighted text, a pop-up will appear on which you can see your comments.

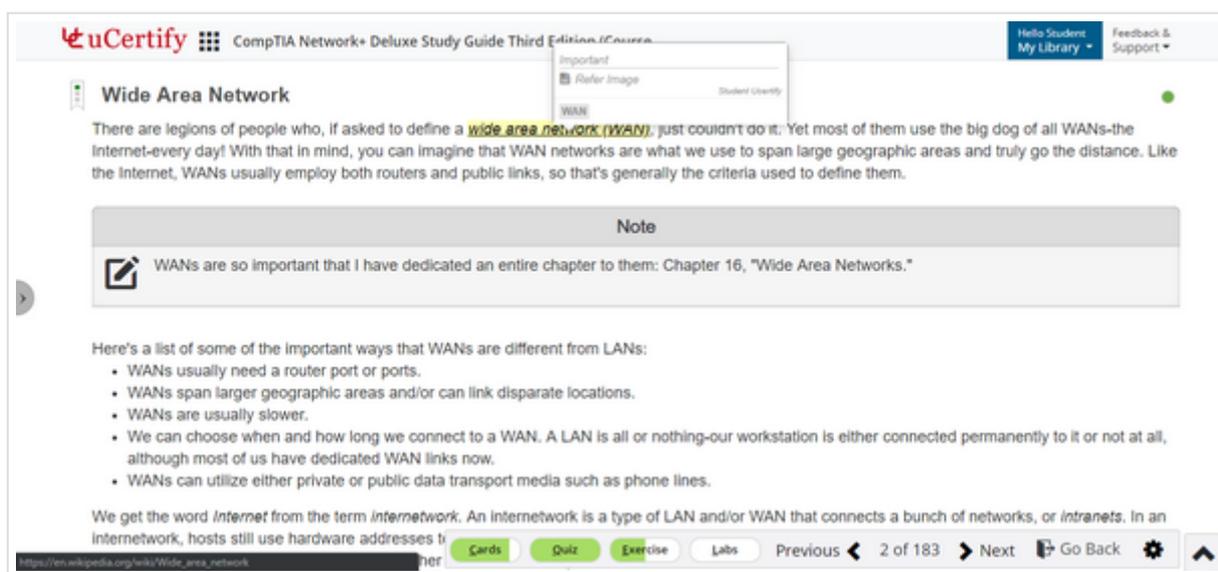
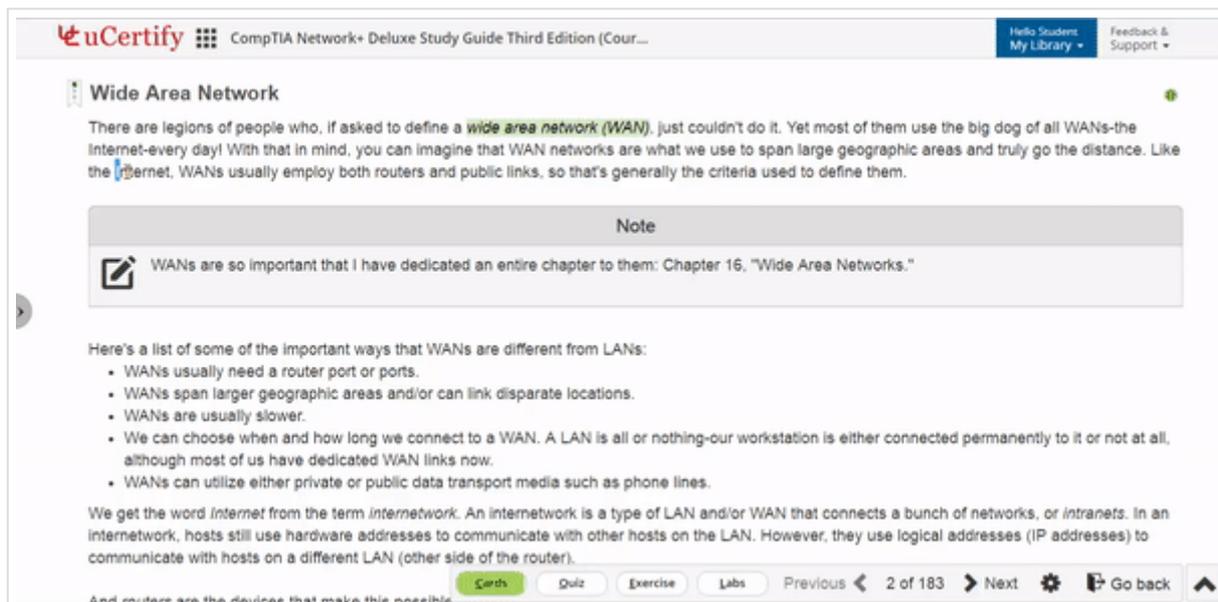


Figure 8.1: Comment on the Highlighted Text

To edit the annotated text, click the **edit** icon and save it again. To delete the annotated text, click the **cross** icon on the top-right corner of the pop-up.

Search from Wikipedia

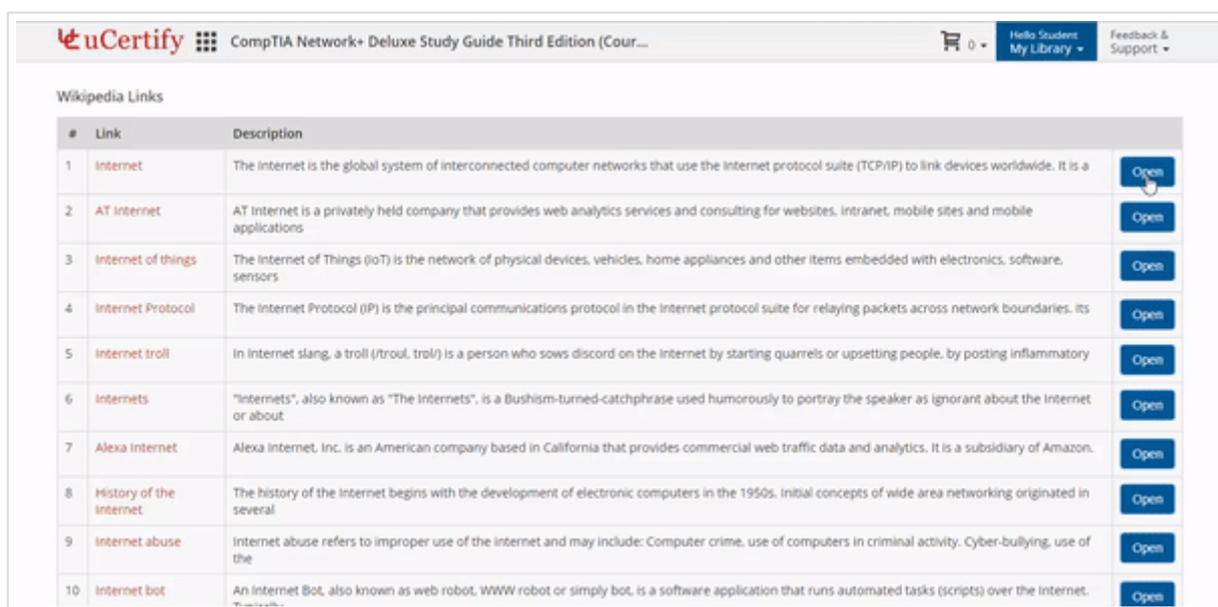
Select any text, and click the **Wikipedia** icon in the **pop-up** box to search from Wikipedia.



GIF 8.4: Searching from Wikipedia

Clicking the **Wikipedia** icon will take you to a new window with links. Click the **Open** button of the required link. It will open the search results of the text on Wikipedia.

For instance: If you click the **Open** button of the first link, the following screen will open.

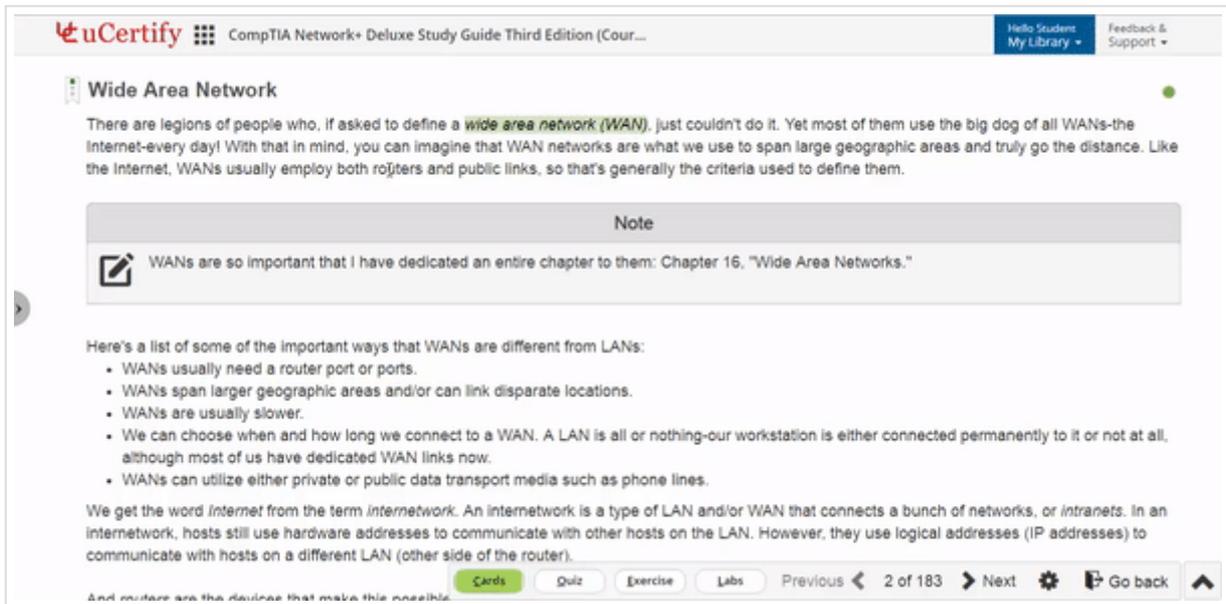


GIF 8.5: Showing the Search Results of the Text on Wikipedia

Search from Google

Select any text, and click the **Google** icon in the **pop-up** box to search from Google. It will open a

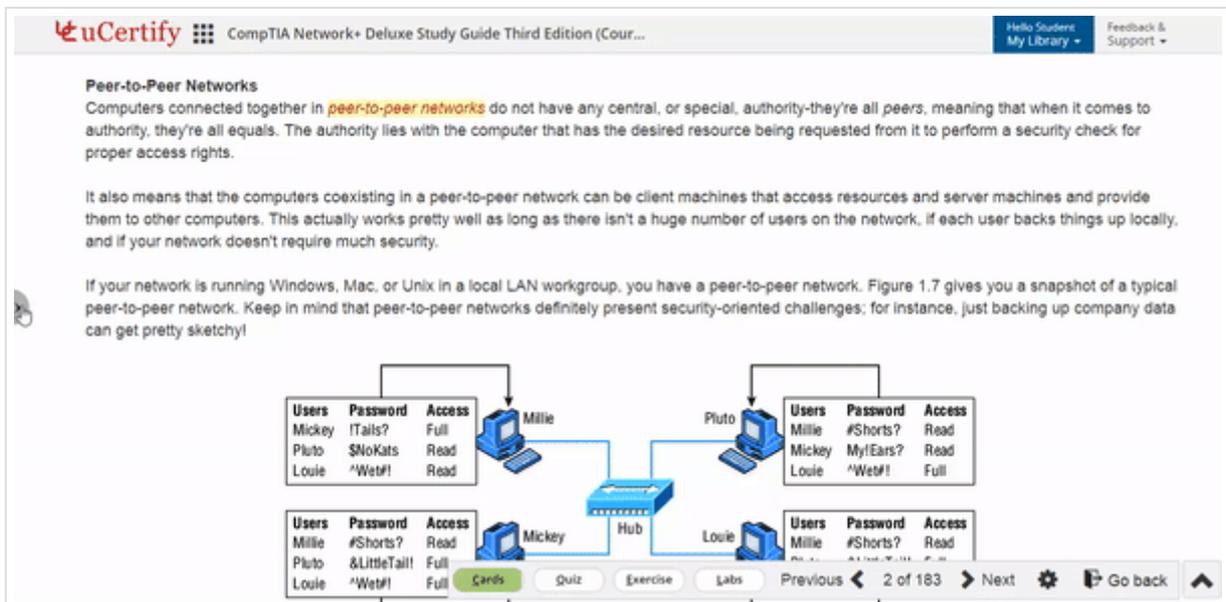
new window with Google search results of the text.



GIF 8.6: Showing Google Search Results of the Text

Side Panel

Click the **arrow** icon on the left or press **R** key on the keyboard to open the **side panel**.



GIF 8.8: Opening the Side Panel of Chapter

Once you open the **side panel**, you could see the following tabs:

- **Table of Contents:** By going nowhere, you can directly go to chapter or objective by clicking it.
- **Annotations:** All the bookmark, confidence, and annotated content heading are listed here. You can see all of these for all chapters here.
- **Videos:** It consists list of all videos in the course.

Bottom bar

Bottom bar consists of following buttons:

- Cards
- Quiz
- Exercise
- Previous
- Next
- Settings
- Go Back

The screenshot shows a course page for 'CompTIA Network+ Deluxe Study Guide Third Edition'. The main content area is titled 'Peer-to-Peer Networks' and contains text explaining that in such networks, all computers are equal and have authority. It also mentions that these networks can be client machines accessing resources from server machines. A diagram shows three computers (Mickey, Millie, and Louie) connected to a central Hub. Each computer has its own local user database with columns for Users, Password, and Access. Mickey's database includes users Mickey, Pluto, and Louie. Millie's database includes Mickey, Louie, and a user with password '#Shorts?'. Pluto's database includes Mickey, Louie, and a user with password '&LittleTail!'. The bottom bar contains buttons for 'Cards', 'Quiz', 'Exercise', and 'Labs', along with 'Previous' and 'Next' navigation buttons, a page indicator '2 of 183', and a 'Go back' button.

Figure 8.2: Bottom Bar of Chapter

When you are on a chapter, you can navigate through by scrolling or by using the **Next** and **Previous** buttons on the bottom bar.

Next Steps

This section comes at the end of every chapter. From here, you can:

1. Navigate to flashcards, quizzes, exercises, and labs.
2. Proceed to the next lesson.

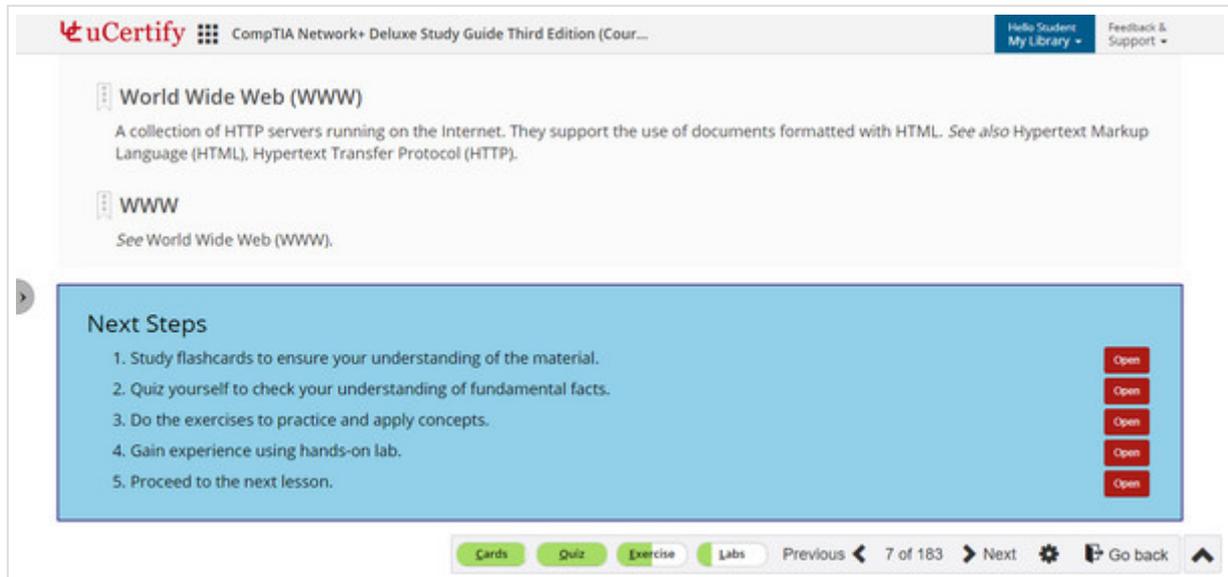


Figure 8.3: Next Steps Section

Note: The **Previous** and **Next** buttons would be disabled when you are at the first or last chapter.

10. Performance-based Labs

Click the **Performance-based Lab** tab on the dashboard or select the **Performance-based Lab** option from the **Course Navigation** menu.

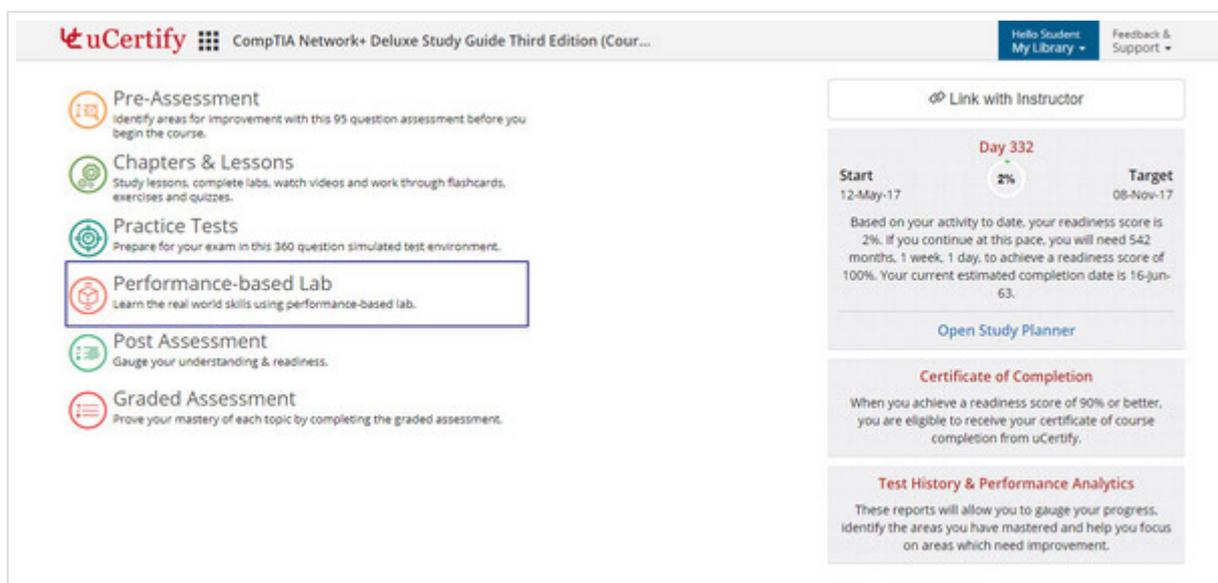


Figure 9.1: Course Dashboard with Performance-based Lab

Shortcuts	Description
R	To navigate to item list
Alt+T	To reset the lab task
P	To view previous item or activity
N	To view next item or activity
D	To open device tab
X	To open exercise tab
V	To open evidence tab
A	To open answer tab
Up & Down arrow key	To select devices in lab task
Tab+Enter (After selecting device)	To move the devices in lab task

Alt+C	To close the lab task
Alt+H	To open help tab in lab task
Alt+M	To minimize/maximize lab task window
Alt+S	To restore lab task window
Alt+I	To print lab task activity
Alt+1	To open lab task tab in review mode
Alt+2	To open explanation tab in review mode
Alt+3	To open answer tab in review mode
C	To mark answer as correct
I	To mark answer as incorrect
Alt+V	To open the video
Space Bar	To pause/play the video
M	To mute/unmute the video
Up Arrow	Increase the video volume
Down Arrow	To decrease the video volume
Right Arrow	To forward the video by five seconds
Left Arrow	To move the video back by five seconds

Table 9.1: Performance-based Lab Shortcuts

Search a particular lab using the **Search** box and filter the search results further using lesson,

actions performed, and type of the lab.

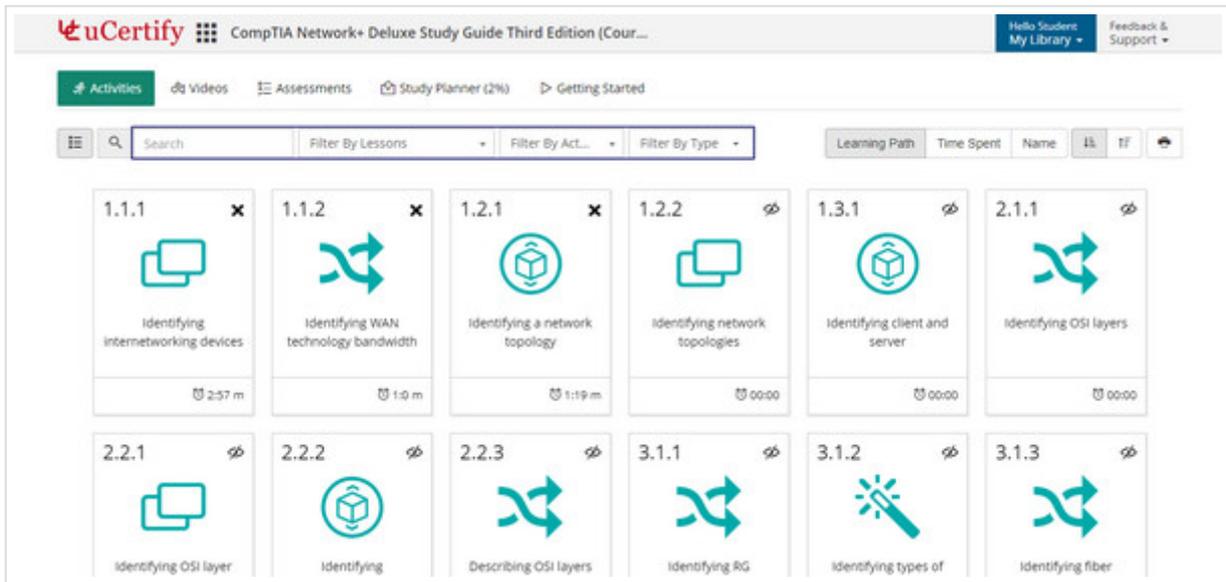


Figure 9.2: Performance Based Labs Window with Options to Search Desired Lab

Click on the desired lab item to perform it.

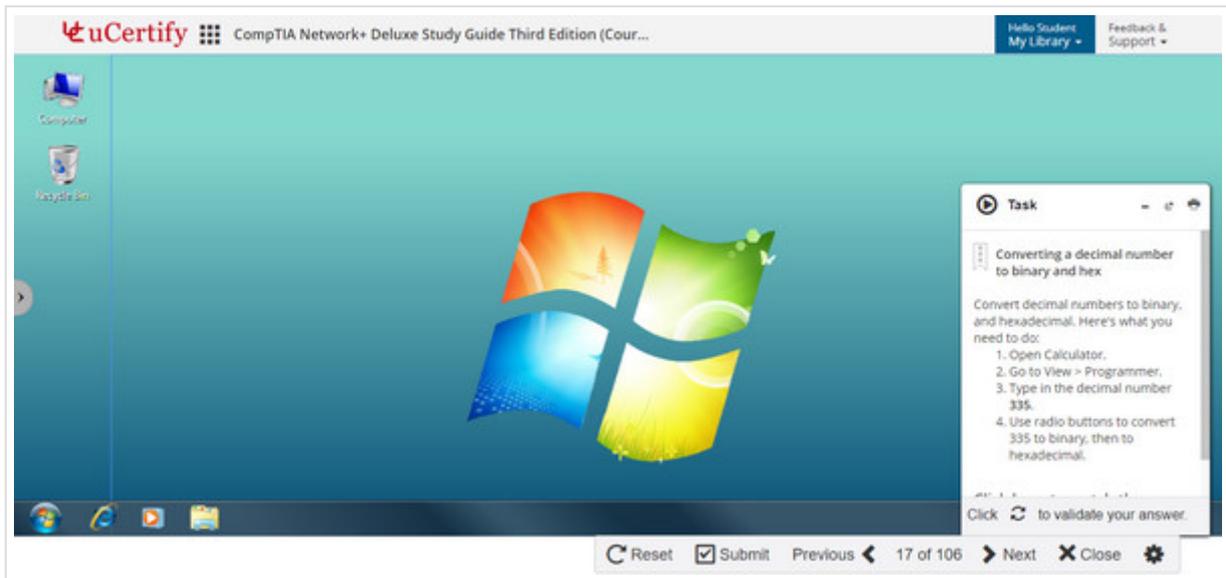


Figure 9.3: Lab Activity

Click on the **expand-arrow** button, on the task information modal box, to read the information about the task.

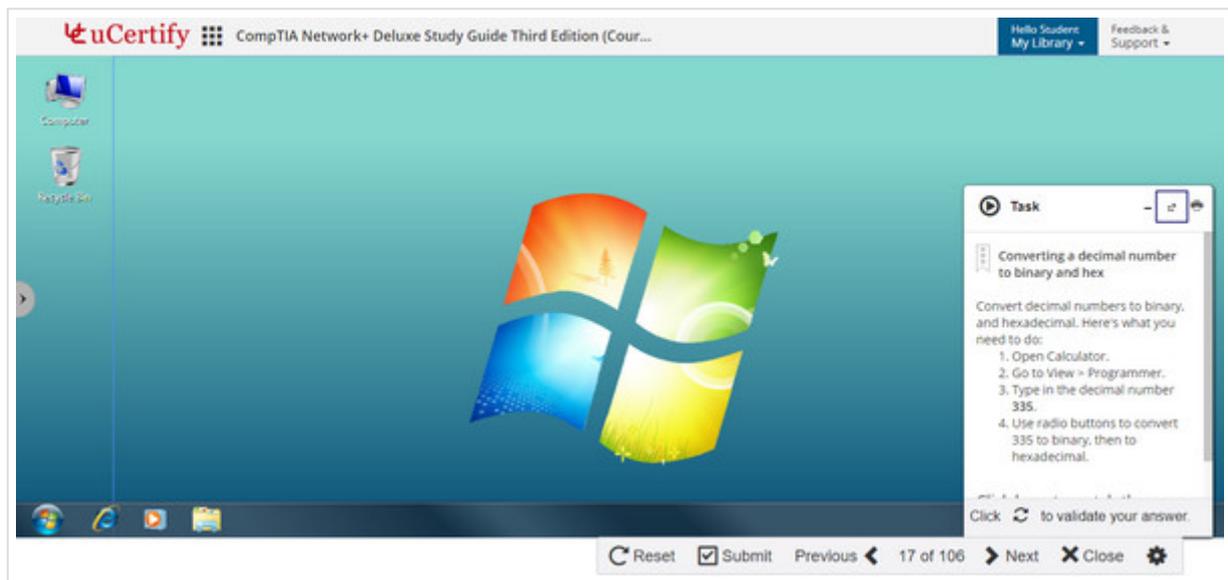


Figure 9.4: Lab Activity Question with Expand Arrow Button

Read the required steps mentioned, under the task objective, to perform the task, or you can watch a video tutorial with voiceover and interactive transcripts by clicking the **Click here to watch the tutorial** link.

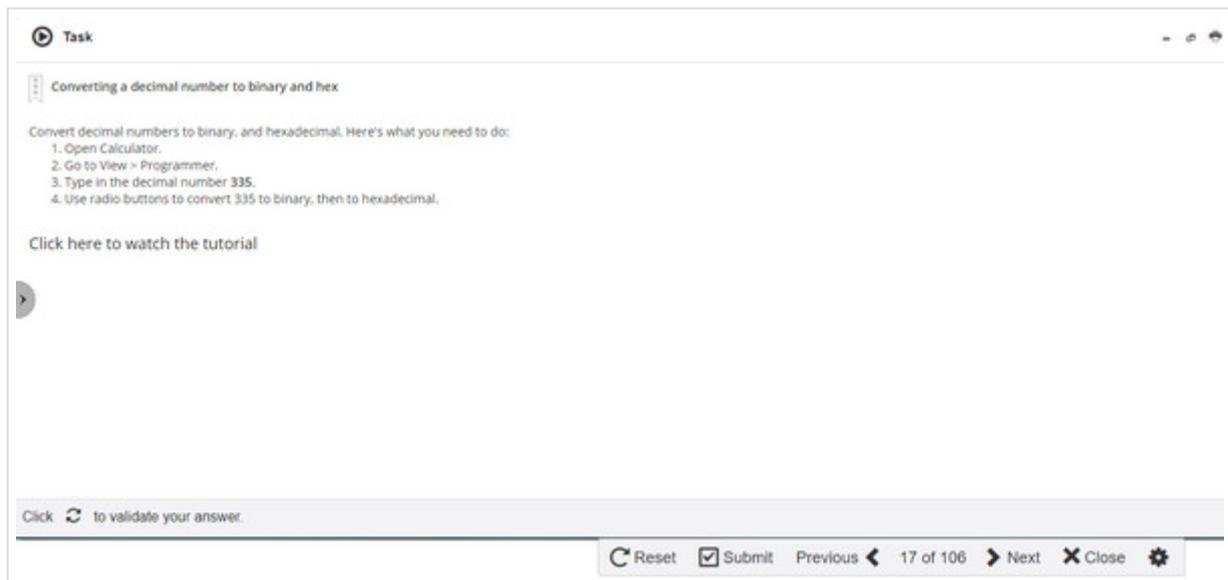


Figure 9.5: Lab Activity Question Window

Video along with the voiceover will be played in the left pane and its transcript will be shown in the right pane.

Interactive Transcripts

In interactive transcripts each word is clickable. You can clip a specific part of the video by clicking on a word or a portion of the text. Also, each step mentioned in the video will be highlighted in the transcripts as per the voiceover.

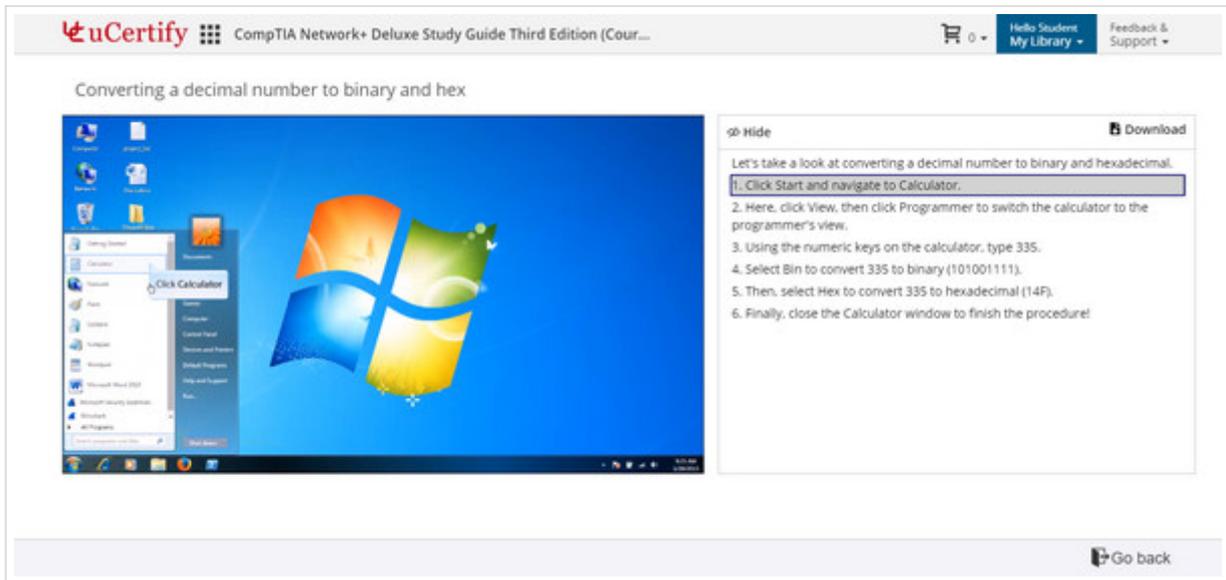


Figure 9.6: Lab Video with Interactive Transcript

After watching the steps required to perform task, click the **Go back** button.

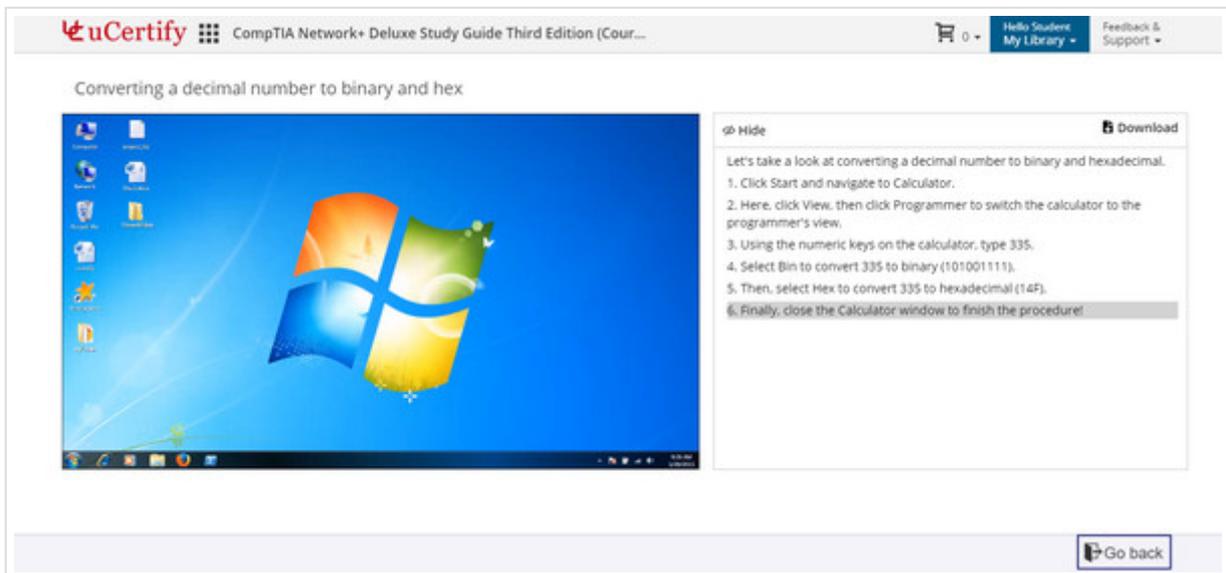


Figure 9.7: Lab Video Page with Go Back Button

Click the **minimize** button. Attempt the lab and click the **Submit** button to validate your task performed.

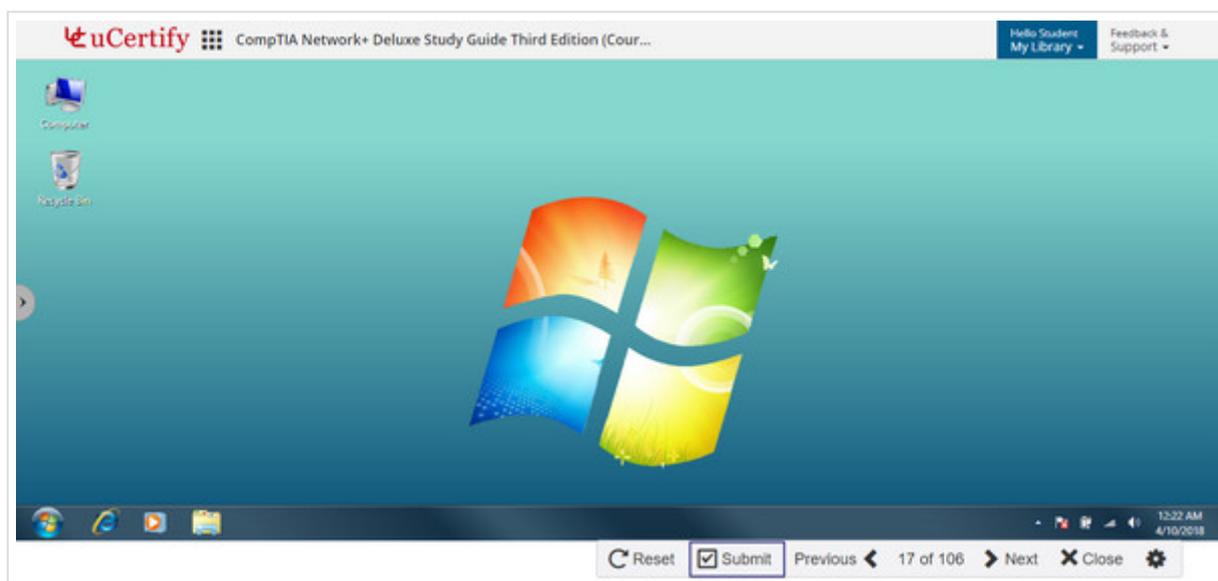


Figure 9.8: Submit Lab Task

The explanation lines will appear in red and green colors with the **show-steps** option. The green color refers to correct steps, red color refers to missed steps, and **show-steps** provide the process to attempt the task.

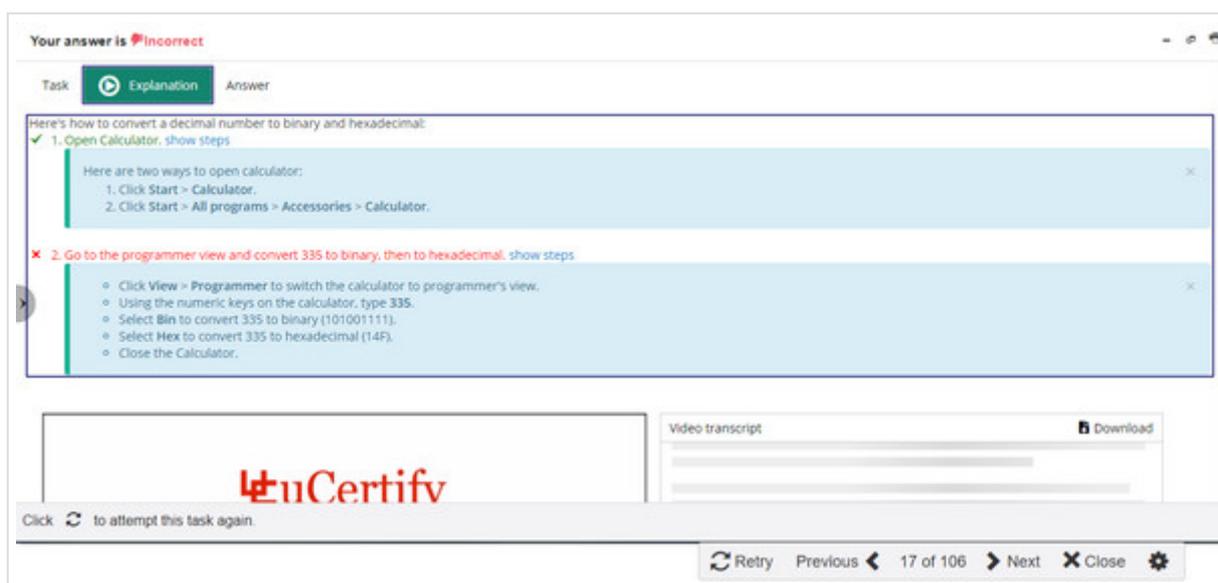


Figure 9.9: Explanation Tab With Correct and Incorrect Answers and Method to Perform the Lab

TERMINAL

Terminal allows you to access a text terminal and all its applications such as command-line interfaces (CLI) and text user interface (TUI) applications. You can now enable voice to read the text entered by you. To enable voice in terminal-based questions, click the **speaker** icon on the

top right corner of the terminal.

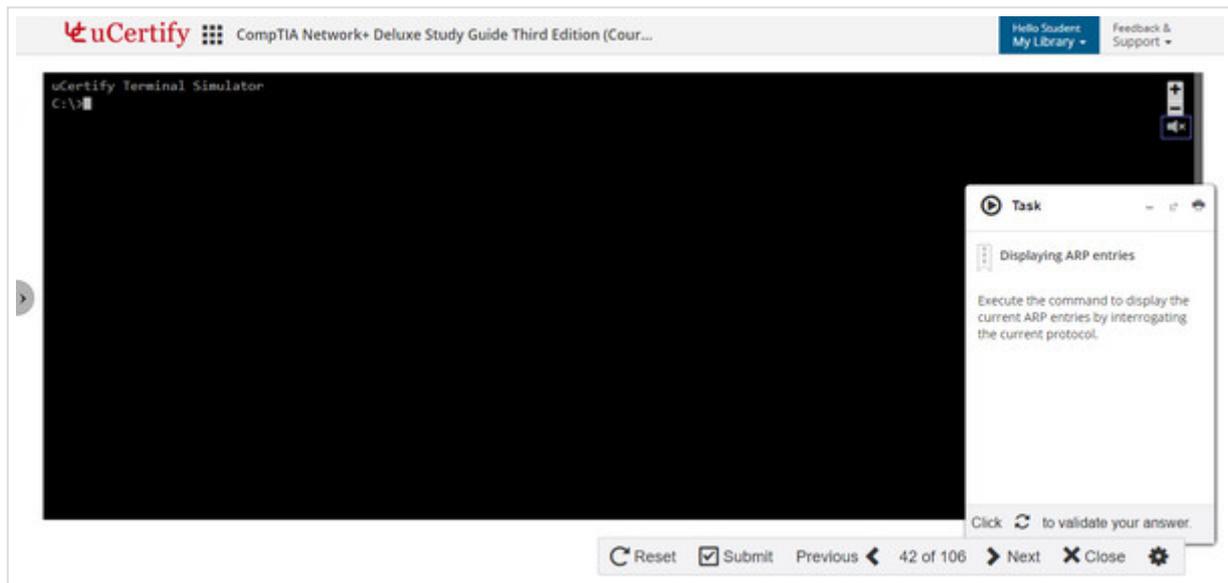


Figure 9.10: Terminal Question with Speaker Icon

As soon as you enter any text or command in the terminal and hit the **ENTER** key, it will read your text or command. To disable the voice, click the **speaker** icon on the top right corner of the terminal.

11. Study Planner

Navigate to study planner

To open the **Study Planner**, click the first tab on the right side of the **Dashboard**.

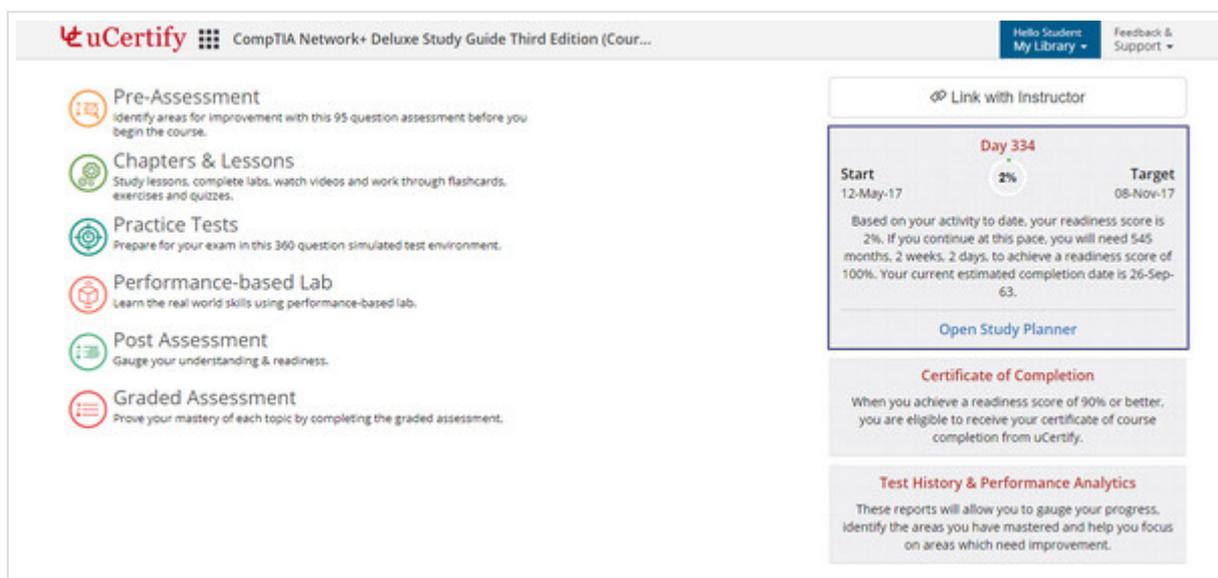


Figure 10.1: Course Dashboard with Study Planner Tab

Your **Study Planner** page will open for that respective course.

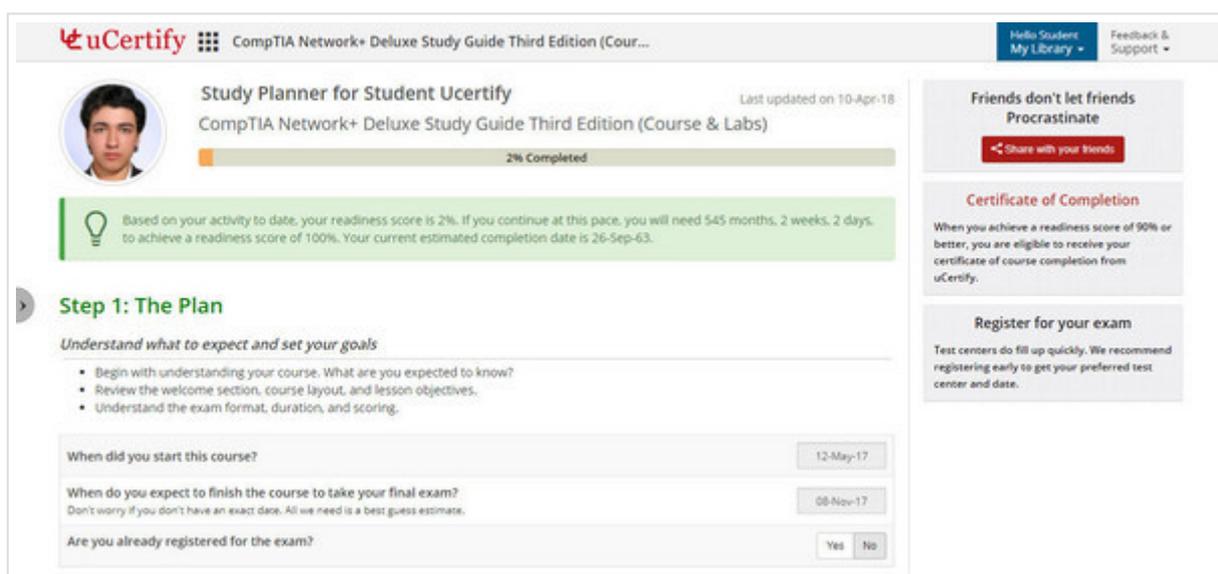


Figure 10.2: Study Planner Page

The **Study Planner** page displays seven steps, following which you can prepare for your exam.

Step 1: The Plan

Understand what to expect and set your goals

- Begin with understanding your course. What are you expected to know?
- Review the welcome section, course layout, and lesson objectives.
- Understand the exam format, duration, and scoring.

When did you start this course?

When do you expect to finish the course to take your final exam?
Don't worry if you don't have an exact date. All we need is a best guess estimate.

Are you already registered for the exam?

Register for your exam

Test centers do fill up quickly. We recommend registering early to get your preferred test center and date.

Figure 10.3: Step 1 of Study Planner

Step 2: Pre-Assessment

Take the pre-assessment at the beginning of the course

- Take this test to get a better understanding of the subject.
- Review your results to understand your strengths and weaknesses and what to focus on.
- Be sure to read and understand all answer explanations.

Figure 10.4: Step 2 of Study Planner

CompTIA Network+ Deluxe Study Guide Third Edition (Cour...
Hello Student
My Library ▾
Feedback & Support ▾

Step 3: Lessons, Flashcards, and Quizzes

Attempt the flashcards and quizzes after reading each lesson

- Read through the content in each lesson; maintain a consistent reading schedule.
- Attempt flashcards and quiz for a lesson only after you have studied the lesson.
- Take the quizzes in Learn mode, particularly for unfamiliar areas.
- Make sure you thoroughly review your results and all answer explanations.
- Take and re-take flashcards and quizzes in Test mode until you score 100% on every quiz.

#	Lessons	Cards	Quizzes	Exercises	Labs
1	Introduction to Networks	<input type="button" value="Cards"/>	<input type="button" value="Quiz"/>	<input type="button" value="Exercise"/>	<input type="button" value="Labs"/>
2	The Open Systems Interconnection Specifications	<input type="button" value="Cards"/>	<input type="button" value="Quiz"/>	<input type="button" value="Exercise"/>	<input type="button" value="Labs"/>
3	Networking Topologies, Connectors, and Wiring Standards	<input type="button" value="Cards"/>	<input type="button" value="Quiz"/>	<input type="button" value="Exercise"/>	<input type="button" value="Labs"/>
4	The Current Ethernet Specifications	<input type="button" value="Cards"/>	<input type="button" value="Quiz"/>	<input type="button" value="Exercise"/>	<input type="button" value="Labs"/>
5	Networking Devices	<input type="button" value="Cards"/>	<input type="button" value="Quiz"/>	<input type="button" value="Exercise"/>	<input type="button" value="Labs"/>
6	Introduction to the Internet Protocol	<input type="button" value="Cards"/>	<input type="button" value="Quiz"/>	<input type="button" value="Exercise"/>	<input type="button" value="Labs"/>
7	IP Addressing	<input type="button" value="Cards"/>	<input type="button" value="Quiz"/>	<input type="button" value="Exercise"/>	<input type="button" value="Labs"/>

Figure 10.5: Step 3 of Study Planner

uCertify CompTIA Network+ Deluxe Study Guide Third Edition (Cour... Hello Student My Library Feedback & Support

Step 4: Complete each lab item

Re-take the labs until you get all items correct.

Labs

#	Labs	Your Answer	Bookmark	Time Spent
1.1.1	Identifying internetworking devices	✘		02:57 m
1.1.2	Identifying WAN technology bandwidth	✘		01:03 m
1.2.1	Identifying a network topology	✘		01:48 m
1.2.2	Identifying network topologies			00:00
1.3.1	Identifying client and server			00:00
2.1.1	Identifying OSI layers			00:00
2.2.1	Identifying OSI layer functions			00:00
2.2.2	Identifying connectionless communication	✘		39 s
2.2.3	Describing OSI layers			00:00
3.1.1	Identifying RG standards			00:00
3.1.2	Identifying types of cable			00:00

Figure 10.6: Step 4 of Study Planner

uCertify CompTIA Network+ Deluxe Study Guide Third Edition (Cour... Hello Student My Library Feedback & Support

Step 5: Practice

Attempt the practice tests after you score 100% on all quizzes

- Take and re-take the practice tests in Learn mode to reinforce mastery of content.
- When you feel you are ready, take the practice tests in Test mode to become familiar with test conditions.
- Review your results, and read and understand all answer explanations.
- Re-test for all incorrect items until you score 100%.

#	Practice test sets & questions	
1	Practice Test A 90 questions	START
2	Practice Test B 90 questions	START
3	Practice Test C 90 questions	START
4	Practice Test D 90 questions	START

Figure 10.7: Step 5 of Study Planner

Step 6: Post Assessment

Attempt the post assessment

- Take this final post-assessment under test conditions to simulate the test environment; this will help you develop a pacing strategy for the actual exam.
- As always, review all answer explanations.
- Re-take the post-assessment under test conditions until you consistently score at least 80%.

START

Figure 10.8: Step 6 of Study Planner

Step 7: Graded Assessments

Attempt graded assessments to complete your course requirements

- Graded assessment might be due between certain dates.
- Graded assessment might have limited attempts.
- Contact your course instructor for any question.
- Graded assessment score will not be included in study planner score.

Assessments are only available during the course duration. Your section was valid for 180 days from the day of enrollment (12-May-17), which is now ended. Please contact your instructor.

#	Name	Items	Due/Grade	Start/Status	Attempts	Action
1	Assess 1 Assignment1	47	End of Class	Now	0 of 3	▶ START
2	Assess 2 Assignment1	28	End of Class	Now	0 of 4	▶ START
3	Assess 3 Assigmen...	158	End of Class	Now	0 of 6	▶ START

Figure 10.9: Step 7 of Study Planner

The **progress bar** on the top displays the percentage of course you have studied. Bar with **100% Completed** indicates that you have completely covered the course and are now ready for the exam.

uCertify CompTIA Network+ Deluxe Study Guide Third Edition (Cour... Hello Student My Library Feedback & Support

Study Planner for Student Ucertify

CompTIA Network+ Deluxe Study Guide Third Edition (Course & Labs) Last updated on 10-Apr-18

2% Completed

Based on your activity to date, your readiness score is 2%. If you continue at this pace, you will need 545 months, 2 weeks, 2 days, to achieve a readiness score of 100%. Your current estimated completion date is 26-Sep-63.

Step 1: The Plan

Understand what to expect and set your goals

- Begin with understanding your course. What are you expected to know?
- Review the welcome section, course layout, and lesson objectives.
- Understand the exam format, duration, and scoring.

When did you start this course? 12-May-17

When do you expect to finish the course to take your final exam? 08-Nov-17
Don't worry if you don't have an exact date. All we need is a best guess estimate.

Are you already registered for the exam? Yes No

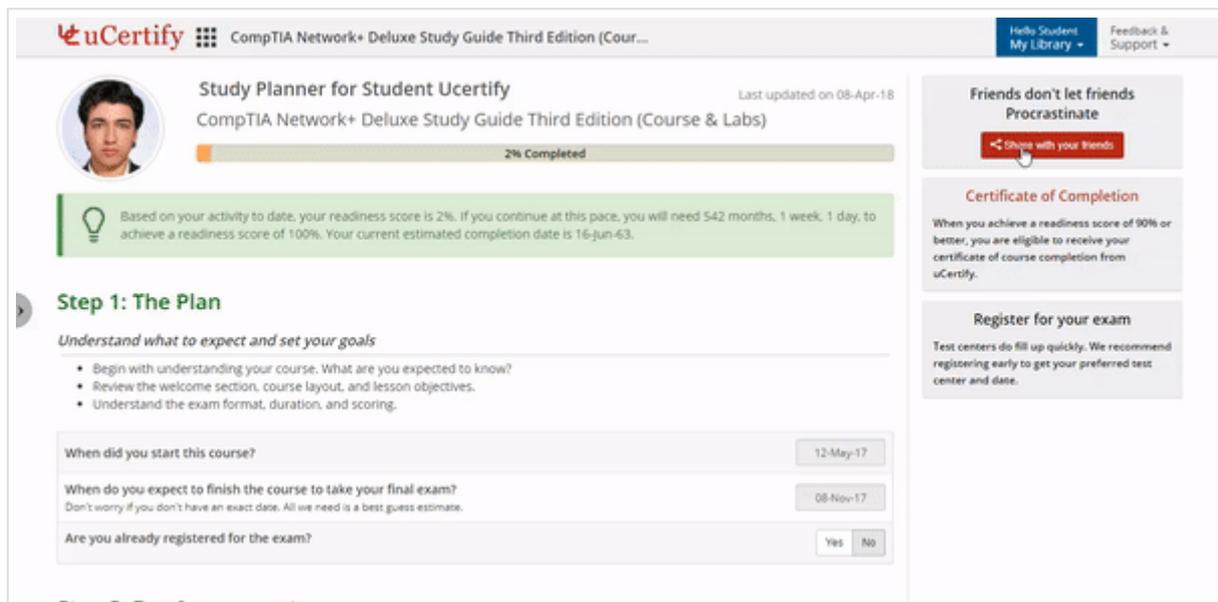
Friends don't let friends Procrastinate
Share with your friends

Certificate of Completion
When you achieve a readiness score of 90% or better, you are eligible to receive your certificate of course completion from uCertify.

Register for your exam
Test centers do fill up quickly. We recommend registering early to get your preferred test center and date.

Figure 10.10: Study Planner Page with Progress Bar

On clicking the **Share with your friends** button, a window appears by which you can share your planner with your friends on **Facebook**, **Twitter**, and **Google+**. You can also email your friends the URL of the study planner by just copying it from the text box.



GIF 10.1: Sharing Study Planner with Friends

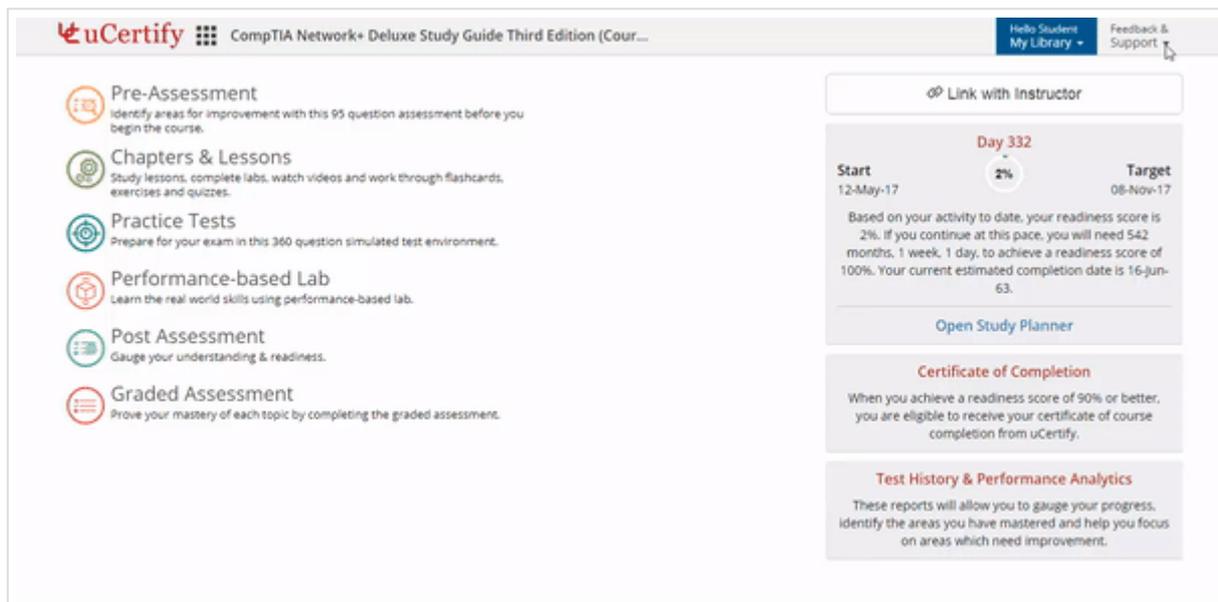
uCertify also provides you with the **Certificate of Completion**, only when you complete at least 90% of the course. You can share your certificate and download it as a PDF and as an image.



Figure 10.11: Certificate of Completion

12. Help Section

To seek any help regarding the platform, you can visit the support section that includes how-to videos and manuals. On the **Dashboard**, click the **Feedback & Support** drop-down. Select the **Support** option.



GIF 11.1: Opening Support Page

Click the **Student Tutorials** tab to view help videos related to the student area.

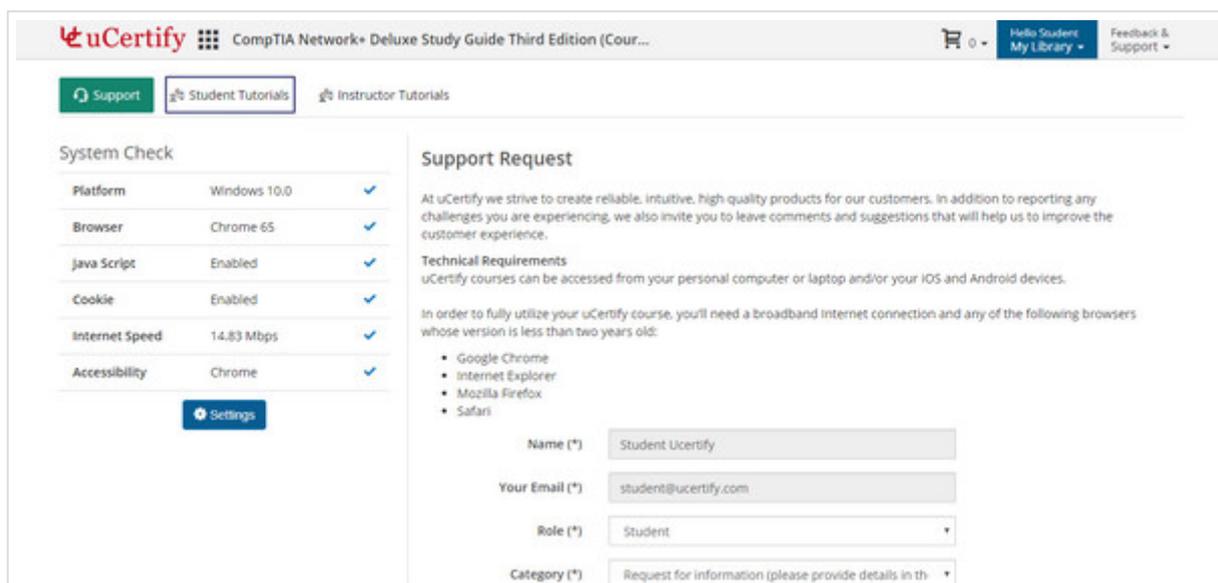


Figure 11.1: Support Page with Student Tutorial Tab