

Interactive University FAQs

How do I register for access to the Interactive University?

1. Go to <https://www.inin.com/education>
2. Click on: New Users – Register
3. Complete and submit the sign-up form. You will receive a welcome email with login credentials for Single Sign-on, as well as information on accessing Interactive University.
4. Once you receive your login credentials, click on: Returning Users – Login
5. This will navigate to inin.onelogin.com. Click on “Interactive University” under Portal Access.

** Be sure to bookmark inin.onelogin.com for future use.

Upon entering the Interactive University for the first time, please set your time zone. You will find instructions on how to do this in the second banner on the Interactive University home page or in the Just-in-Time Video Help site. You do not need to edit the other fields: Language or Location – please leave those as is. After you save your time zone, please log out and log back in to allow it to sync in the system.

How do I log into Interactive University?

1. After receiving login credentials for the Single Sign-on Portal, enter those credentials here: <http://login.inin.com>
2. Choose Portal Access.
3. Choose Interactive University. Once the Interactive University opens, you will be taken to the Interactive University Home page.
4. Upon entering the Interactive University for the first time, please set your time zone. You will find instructions on how to do this in the second banner on the Interactive University home page or in the Just-in-Time Video Help site. You do not need to edit the other fields: Language or Location – please leave those as is. After you save your time zone, please log out and log back in to allow it to sync in the system.

I cannot access the Interactive University. How do I get support?

The first thing you should do is watch the Interactive University Just-in-Time videos <http://help.inin.com/justintime/index.html>. These videos will walk you through gaining access to the Interactive University. If you are still having issues that cannot be resolved with the information provided in the Just-in-Time videos, please contact Education Services.

How can I get more information on the Interactive University?

Education Services has a series of great how-to videos available on our Just-in-Time Video Help site <http://help.inin.com/justintime/index.html>.

How do I find the class I want to attend in Interactive University?

After logging into Interactive University, be sure to set your time zone to ensure you are viewing classes in your time zone.

1. Choose Catalog tab. There are a few options to search training courses:
 - a. If you do not select any filters, the catalog page will show you all training that is currently available, both paid for and complimentary training.
2. Here are some tips when using filters on the Catalog page.
 - a. If you want to find an instructor led class, you can enter the name or Certification initials in the search field and click on the magnifying class. Ex. Enter ICHD for Handler or IDCE for Dialer.
 - b. If you want classroom class only, you can check the Classroom box under Type
 - c. If you want virtual class only, you can check the Virtual Class box under Type
 - d. If you filter by Country only, you may not find the class you want to attend so sometimes it is best to enter the class name in the search field to receive details on training and leave the Country box unchecked.
 - e. If the filter doesn't work under Refine, there may be a filter already in place and you will need to uncheck any options you no longer want to expand your options. Additionally, the filtered category may not exist, i.e., available course or location.

Please note when you are done with a search and ready to look for something else you will need to uncheck your current filters to have it bring you back to the main Catalog page showing all the available training.

Where can I find complimentary training?

Visit our Just-in-Time Video Help site <http://help.inin.com/justintime/index.html>. This site provides brief how-to training videos to assist you and does not require you to log into the Interactive University. You can share videos with your co-workers too, simply by clicking the Email button under the video.

Complimentary training courses are also available in the Interactive University. Click Catalog on the menu bar and any class that does not have a fee associated with it will have either a "Launch" or "Register" button with no fee showing.

What's the difference between a Virtual Class and Web-based?

A Virtual Class is an instructor led class held virtually in our Virtual Learning Center, presented on specific dates and hours, with lab activities to be completed with the instructor's guidance. A Web-based offering is self-paced and does not involve a live instructor. Web-based courses can be taken at your own pace.

I've had Interactive University open for a while but have not been using it; now when I return and search for classes it tells me they are not available. What do I do?

It is important to refresh Interactive University if the window has been open for an extended period of time, please log out and log back in.

To register for a class that has a cost associated; what do I need?

If you are purchasing training and your organization requires a Purchase Order (PO) number be included on the invoice, you need to have this from your Accounting Department prior to submitting the registration as this will need to be input into the registration form under the PO Field.

If you have available training credits, please be sure to have the discount code(s) for the class(es) you want to attend as that will need to be input into the registration form.

My organization has training credits. How do I use them to enroll in a class?

If your organization has training credits, you should have been provided with discount codes to use when enrolling. If you do not have the codes, check the Announcements widget in My Learning first; if nothing is available there please contact [Education Services](#) for assistance.

I want to register one of my team members for a class. How do I do this?

At this time, the system does not allow individuals to enroll anyone but themselves. The best thing to do is share the class that you would like the team member to take and they can access the Interactive University to enroll.

How do I share a class with a team member?

To share a class with a team member: click on Catalog, go to the course and click the down arrow next to Join (or the button may say View or Launch, depending on the type of course) and select Share. This will open a separate window to allow you to enter their email address and add a personal message, if you choose.

How do I cancel my enrollment in a class?

Go to the My Learning tab and next to the course you need to cancel, click the down arrow. If the course or class is available to be cancelled, choose Cancel. Some instances will require that you contact Education Services in order to cancel the class. If this is the case, you will be notified by the system.

How do I change the date of my scheduled instructor led classroom or virtual class?

Go to the My Learning tab and next to the course you need to reschedule, click the down arrow. If the course or class is available to be rescheduled, choose Change Class. Select the date and the system will enroll you in the new class. Some instances will require that you contact Education Services in order to change the class. If this is the case, you will be notified by the system.

How do I access course manuals and other materials for my upcoming class?

Class materials are available for all classes in Interactive University prior to the first day of class.

If you are enrolled in an instructor led virtual class, you will log into the Interactive University the week before class starts to download the materials and please be sure to read the Virtual Learning Classroom Requirements document in its entirety before the first day of class. This is very important and should not be overlooked as not completing the required tasks can cause delays on the first day of class.

If you are enrolled in an instructor led classroom class, you will log into the Interactive University to review the Welcome Email giving all the details about the upcoming class and the Interactive Intelligence training center. The instructor will provide the class manuals to the students on the first day.

Will I still be charged for a Web-based (self-paced online training) course if I've never opened it?

Yes, as soon as the order is available in your My Learning tab, you have access to open and take the course. There are no cancellations or refunds on Web-based courses.

Will tax be included in the cost of training?

Taxes are assessed based on the location and type of training. You will not see taxes assessed as you are checking out of the system. Taxes will be billed on your final invoice.

What are Certification, Curriculum and Learning Plan in the Catalog?

All of these are types of Training Plans. Training Plans are simply a series of courses that focus on an area of specialization.

Certification – A certification endorses the skills or abilities possessed by an individual for carrying out a specialized activity. The system uses certifications as “Compliance” type courses such as legal, safety and occupational requirements for a job. For our purposes, you will generally not find any training plans listed under Certification and should ignore this filter.

Curriculum – A curriculum is a set of training arranged in a sequence. You will find that most of our training plans are Curriculum and can filter for this type of program in the Catalog.

Learning Plan – Learning Plans are very similar to Curriculum, however they have a completion date assigned. We generally allow our students to learn at their own pace, so this will be a less frequently used training plan.

Why isn't there a virtual class offered in my time zone?

Ensure your time zone is correctly configured. You can view the Interactive University section within the Just-in-Time Video Help site <http://help.inin.com/justintime/index.html> to watch a short video on how to do this.

Virtual classes are offered in:

CST/CDT – US Central Standard Daylight Time

CET/CEST – Central European Standard Time

AEDT/AEST – Australian Eastern Daylight Time

My class is not listed in the My Learning Enrolled tab, where do I find it?

When you enroll in a fee-based class, an administrator must approve the order before it will be shown in the Enrolled tab. These orders will be found in the Pending tab until they have been approved. The Pending tab is in your My Enrollment section in My Learning.

I want to retake a Web-based class that I have already taken but I cannot find it in the My Learning Enrolled tab. How do I access it again?

When you complete a Web-based course, the course is moved from Enrolled to Completed. Go to the Completed tab and choose View to start taking the Web-based class again.

How can I see a copy of my training transcript?

Go to the My Learning tab and at the bottom right corner you will see an area called My Transcript. This will list all training you have taken to date.

How do I get a copy of the certificate for a class I attended?

Under My Enrollments, click on the Completed tab. Go to the course and click the down arrow next to Join (or the button may say View or Launch, depending on the type of course) and select Certificate. This will open a new page with your certificate that you can print or convert to PDF.

Can I share my progress of a Web-based course with my manager?

At this time, course/curricula progress cannot be shared. However, managers will have the ability to run reports to view team member progress.

Will I be charged twice if I sign up again?

Yes, every fee-based course registration creates an item in your cart. If you cancel an instructor led course (virtual or classroom) within our cancellation window, you will receive a credit.

Where is the cancellation policy?

The cancellation policy is located on our website here <https://www.inin.com/education/policies>.

When I click on My Calendar, I can see courses that are offered but I can't click on them to see the details or sign up. Why not?

The My Calendar feature is designed to give you a view of Upcoming, Registered and Completed classes. Simply click on the day and all available classes will display in the window below. If you want to enroll in a class, you will need to return to the Catalog and search for the class.

I accidentally removed the My Enrollment panel. How can I add it back?

Simply add it from the Setting widget in the top right corner of the page.

Can I remove the calendar display in the My Learning area?

Yes, just click the X in the corner to close a panel. Don't worry, you can always add them back by choosing the Settings wheel in the upper right corner of the top menu bar.

Who is Stacy Heydon and do I need to pay attention to her announcements?

Stacy Heydon is the Interactive University Administrator and you should always check the announcements to see if there is information you need. She will be posting important information for your organization and for all users.