

E-Learning FAQ:

1) What is E-Learning?

E-Learning is the most sought after channel of learning at Cognizant. E-Learning enables you to pursue any learning of your choice without any restrictions on when and where you would like to learn.

2) What are the types of E-Learning courses available at Cognizant?

Academy has a rich repository of online courses and 24X7 books on a wide range of topics. Apart from its own repository, Academy has partnered with leading vendors in the field like SkillSoft, ElementK to provide a plethora of E-Learning courses – with a portfolio of over 2500 courses, knowledge centers backed by a world class digital library, dedicated channel of learning for leadership development

3) How do I launch an E-learning course from My Learning?

- a) Logon to MyLearning (<https://myLearning.cognizant.com>) with your Network ID & Password
- b) Click on Advanced Search
- c) Select 'e-Learning' from the 'Delivery Methods' dropdown list and search for desired course name
- d) For the chosen course, click on the Launch button to take the course

4) How do I launch an E-learning course from ELM?

- a) Log into your ELM and under "Quick Links" click "Search Catalog".
- b) Under Search Catalog select the type as "E-Learning" and search using the course name / code.
- c) Click "Enroll" and click "Submit Enrollment"
- d) Once enrolled, click launch and take the course.

5) What are the system requirements to launch an E-Learning course?

PFB the details you could locate in ELM – All Learning page while launching an e-learning course.

Check with the Required software for the launch and the available software present in your system to check the requirements.

Software Requirements	Required	Available
Internet Explorer	Above 6	Above 6
Flash Player	Above 8	11
Screen Resolution	1024*768	1311*737
JRE Version	1.7	1.7.0

If available software is less than required, Kindly raise RAMS request for the same by clicking <https://rams.cognizant.com>

6) When launching a course I am getting error, what are the basic trouble shooting steps?

- a) Delete all contents inside the TEMP folder.
Navigation: Start → Run → type %temp%
- b) Delete the cookies in the internet explorer using the steps mentioned below.
 - In the top right corner of the IE window, click “tools”.
 - Select “Internet Options”
 - In the General tab, Under Browsing history, click “Delete” by unchecking the “Preserve favorites website data”
- c) Along with it please run the browser test results to check for the system specification in <https://browser.skillport.com> , if any one of the requirements are not met , Please contact the Local NSS team

Raise a GSD: <https://gsd> under Academy >> ELM

- d) Could include the compatibility view settings:
 - If all the requirements are met , please launch the course in compatibility view using below navigation
 - Open a New browser >> click on Tools>>Compatibility View Settings >>Add Cognizant.com in the field to add/remove website to be displayed in compatibility view
 - Check Include updated lists from Microsoft and check Display intranet sites in compatibility view

- If "Compatibility view settings" is not available under 'tools' , please click on compatibility icon from browser , which would be displayed after course is launched
- Refer the attached screen shot to better understanding of doing this

[\(Click here to view Compatibility settings doc\)](#)

7) What is Organization mandatory E-Learning course?

Org Mandatory courses are set of mandatory E-Learning courses created based on company compliance policy. For a newly joined associate these org mandatory courses are auto enrolled on yearly basis based on the associates "Date of Joining".

After a year, only AUP & COBE will be auto enrolled for the user, as this needs to be taken once in a year. User will not be in defaulters list, if he/she completes these courses in last 365 days (i.e.1 year).

8) What are all the Org mandatory courses we have in our organization?

If an associate is new to Cognizant, based on the associate region and level the associate has to complete certain set of courses to identify the correct set of courses you please refer below sheet

[\(Click here to view the list of Org mandatory courses\)](#)

9) I am still receiving compliance mailer even after completing the org mandatory courses?

If the E-Learning course status is marked as completed in ELM/ MyLearning portal then we request the associates to ignore the compliance mailer that they received.

10) Are E-Learning courses eligible for learning credits?

Yes, E-learning courses are eligible for learning credits and the same will be updated in "My Learning" within 24-48 business hours.

11) Is E-Learning course completion automated?

Yes, E-Learning course completion is automated. After successful completion of E-Learning the completion will be updated in ELM → All Learning page immediately after the completion. The same will be updated in your “My Learning” within 24-48 business hours.

12) What should be done for E-learning course completion?

- a) All the modules in an E-Learning course must be attended.
- b) Should not skip any pages / modules
- c) Navigate each page / module slowly after reading all the contents.

13) I have completed an E-Learning course but the course completion is not marked?

In this case please attach the last page / course completion screenshot and raise a GSD:
<https://gsd-> Academy>

14) While taking an E-Learning course I am receiving “Communication alert or pop-up” error?

The “Communication Alert” error will occur only when the communication between LMS and content was broken. Hence the values would not be sent to the database (LMS/Server) and the course completion will not be updated. So please do clear up the temp files and cookies as suggested in the pop up if still issue persist please raise a GSD under Academy > ELM

15) What should I do to rectify “Communication alert or pop-up” error?

- Delete the cookies and temporary internet files.
- If issue continues, Please login to ELM after some time [30 Mins] and launch the course.
- If the above 2 resolution fails to help please drop the courseware and take the same via fresh enrollment. Note: It is applicable only if the number of topics inside the courseware = 1.
- In case if the course has more than 1 module/topic, then please complete all the remaining modules and raise a GSD with the summary page of the concerned module to mark completion from back-end.

16) What if I am unable to find the next button while taking an E-Learning course?

This problem will occur mostly because of Screen resolution. The optimal screen resolution for any Elearning courseware is 1024 x 768. Associates need to check if he/she has a lower screen resolution in their system. Also try clicking F11 and adjust your browser zoom level 100% or below

17) What if I receive “No Activity Found” message while enrolling for an E-Learning course?

Please raise GSD - <https://gsd> → Academy.

18) What if the content of the course is incorrect / irrelevant?

Please raise GSD- <https://gsd> → Academy.