

# Library Software Academy FAQ's

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## Login and User Registration

### 1. How can I sign in to the Library Software Academy?

You can sign in to the Library Software Academy using this link [Library Software Learning \(clarivate.com\)](https://clarivate.com). Click the "SAML SSO" button, and you'll be redirected to The Support Center. Login with your Support Portal credentials and you'll be redirected to the Library Software Academy.

### 2. Can I sign in without a Support Portal account?

No, a Support Portal account is required to access the Library Software Academy.

### 3. I don't have a Support Portal account; how can I create one?

On the Support Portal login page, click "Register" at the bottom left of the screen to create a new account.

After creating an account, to access the Library Software Academy, your institution's admin will have to affiliate your account with your institution. See here how to do that: [How do I request a Support Portal Login for a new staff member? - Ex Libris Knowledge Center \(exlibrisgroup.com\)](#). Only after it's done will you have access to the Library Software Academy.

### 4. I created a new Support Portal account, but after signing in, I got a blank page.

That means your account is not affiliated with an institution. After creating an account, to access the Library Software Academy your institution's admin will have to affiliate your account with your institution. See here how to do that: [How do I request a Support Portal Login for a new staff member? - Ex Libris Knowledge Center \(exlibrisgroup.com\)](#). Only after it's done will you have access to the Library Software Academy.

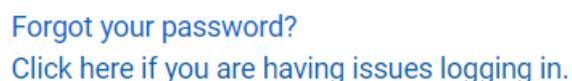
### 5. What if your institution doesn't want you affiliated with them in Support Portal? Is there a 'view only' user?

No. If your institution won't affiliate you with them, then you can't access the Library Software Academy and take the certifications.

You can still learn all the material from the knowledge center: [Home - Ex Libris Knowledge Center \(exlibrisgroup.com\)](#).

### 6. I don't remember my Support Portal credentials, what should I do?

You should click on one of these buttons on the Support Portal login page:



Forgot your password?  
[Click here if you are having issues logging in.](#)

### 7. Who should I contact if I have problems logging in?

If you have problems logging in to your Support Portal account, please contact Support Portal by clicking on this button:



[Click here if you are having issues logging in.](#)

If your Support Portal account is OK, but you still have problems logging in to the Library Software Academy please contact us at: [learn@clarivate.com](mailto:learn@clarivate.com).

### 8. What happens when you change institutions?

A new account will be created for you in the new institution. If you have any learning records associated with the old institution account, please contact [learn@clarivate.com](mailto:learn@clarivate.com) to merge the accounts.

## Learning History Migration

9. I've finished my certification on the previous Ex Libris Academy, will I be able to see my completed certifications on the new platform?

If your previous account was affiliated with an institution, then YES.

Learning history of certifications completed between May and August will be uploaded by the beginning of September.

10. How can I see my completed certifications on the new platform, and download the certificate?

On the Library Software Academy homepage, under "My Courses," you can see all the certifications you've completed.

To download the certificate, click on the certification you'd like to see, and in the upper right corner, click "Download Certificate".

## Certification Process

11. After I'm logged in, what is the process I need to go through to get my certificate in the Library Software Academy?

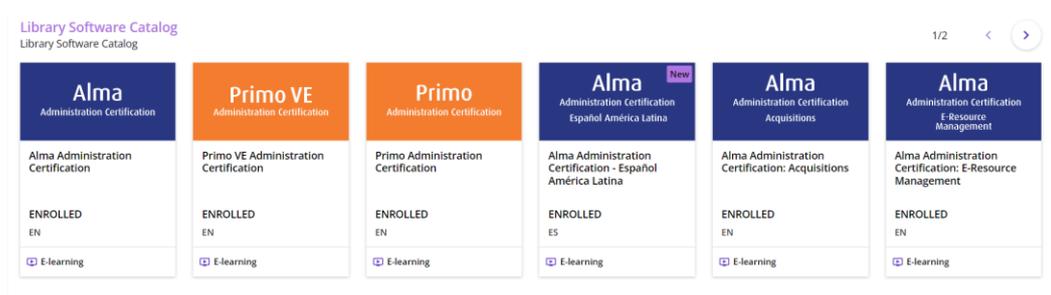
This is the certification process:



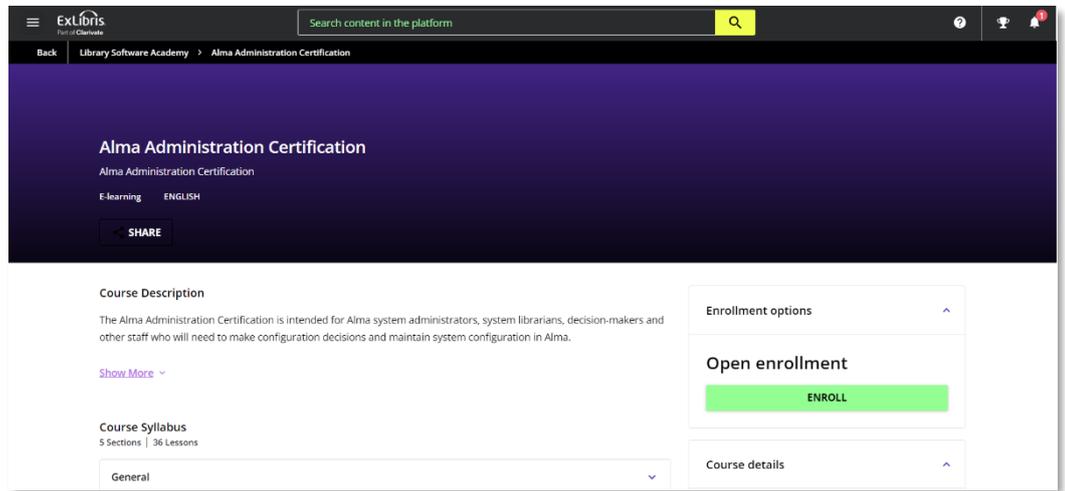
After you're logged in, you'll need to enroll in the course. In the course, you can review and learn all the functional areas of the certification. When you feel you know the material you can take the test and if you pass the test, you'll receive the certificate.

12. How do I enroll in a course?

On the Library Software Catalog, click on the course you want:



On the enrollment page that opens, click "ENROLL":



You'll be directed to the course page, where you can take the lessons.

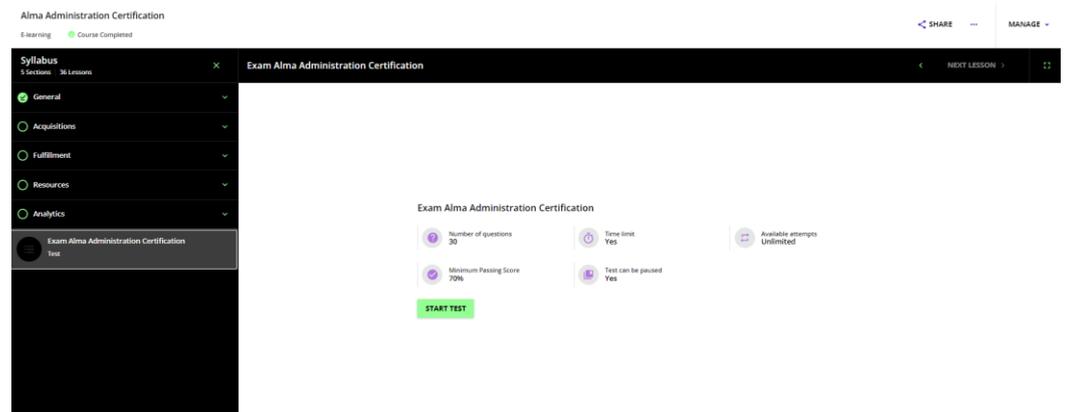
**13. Do I have to complete all the e-learning modules before I take the test?**

No, you can take the test whenever you want.

**14. How do I take the test?**

On the course page, open the course syllabus by clicking on 

The test will be the last lesson on the list. Choose it, and when you're ready click on "Start test":



**15. Can I submit the test without answering all the questions?**

Yes.

**16. How can I review the test to see if I missed any questions?**

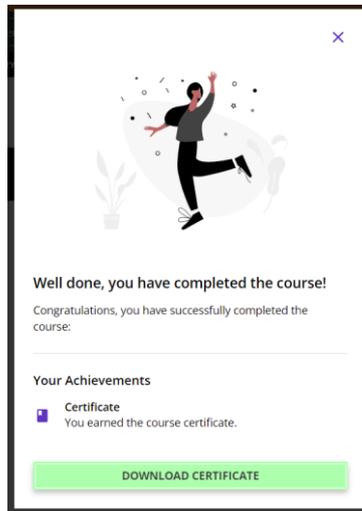
You can scroll up and down through the test questions.

**17. Can I start the exam, save, and finish another time?**

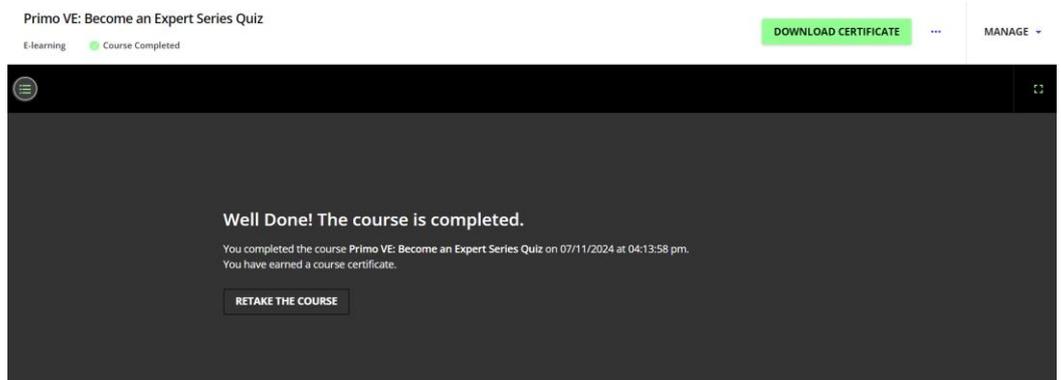
Yes, you can. Click on "Leave test" on the upper right corner of the test page, and then choose "Save and leave".

**18. How do I know if I've passed the Test?**

When you pass the test, you'll see this message:

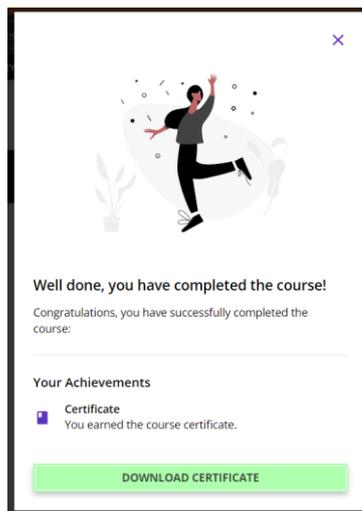


You are now certified. You'll be able to see your completions on the course page, where you can also download your certificate:

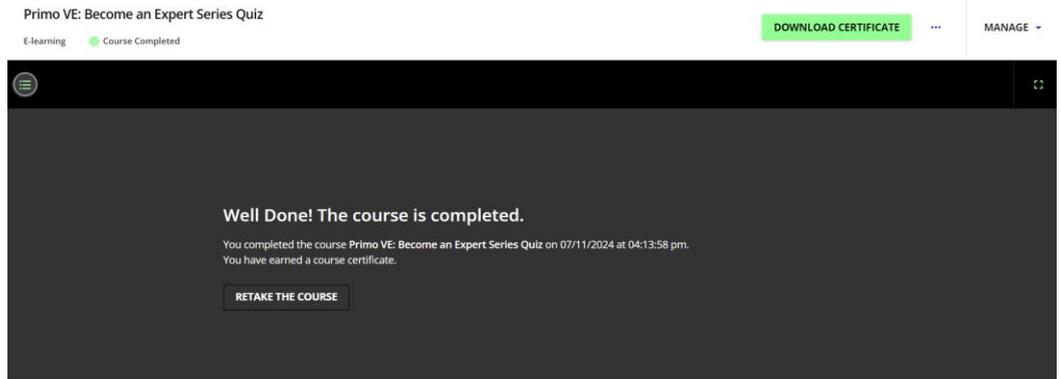


### 19. I've completed the exam and passed, where can I find my certificate to print?

When you pass the test, this message will pop open, and you can click on "Download Certificate":

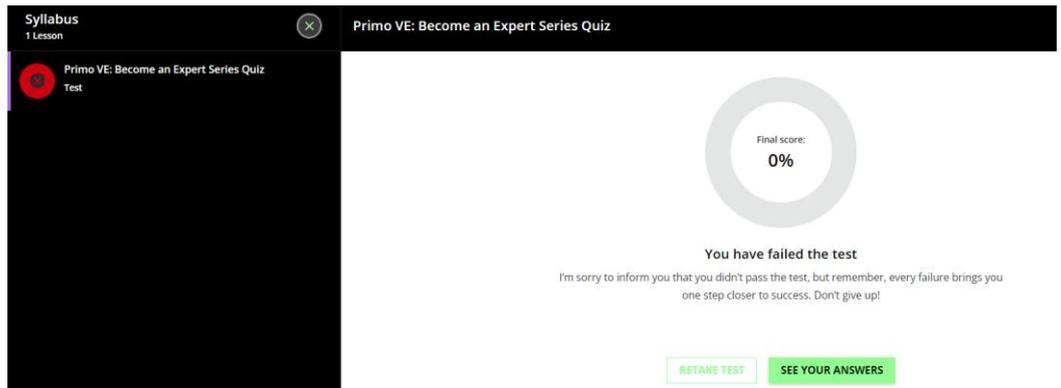


You can also download your certificate from the course page:



## 20. If I fail, how can I retake the test?

If you fail the test, you'll see this on the course page:



Click on "retake test" whenever you are ready.

## 21. How can I access my grades?

You can see your grade for each course on the course page.

To see all your grades, go to "My Activities," in the user menu; choose "Courses", and you'll be able to see your progress and grades of all your courses.

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