

Library Software Academy FAQ's

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Login and User Registration

1. How can I register for the Library Software Academy?

You can register for the Library Software Academy using this link [Library Software Learning \(clarivate.com\)](https://clarivate.com/library-software-learning). Click the 'Register' button and fill out the registration form using your **institution email**.

2. Can I register with my private email?

It's not recommended to register with a private email address. You should always use your **institution email address**.

3. How can I sign up for the Library Software Academy?

You can sign in using this link [Library Software Learning \(clarivate.com\)](https://clarivate.com/library-software-learning). Insert your email address and password and click the 'SIGN IN' button.

4. I already have an account, but I created it through the old SSO. How can I log in?

If you created an account using Single Sign-On (SSO), you will need to reset your password the first time you log in after July 21. Click "Forgot password?", enter the same email you used for SSO, and follow the instructions in the reset link.

5. I forgot my password, what should I do?

Click "Forgot password?", enter your email address (used to access the support portal), and you will receive a reset link.

6. Who should I contact if I have problems logging in?

If you have problems logging in to your account, please contact us at: learn@clarivate.com.

Learning History Migration

7. 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. You should be able to sign in to the Library Software Academy using the same email you used in the previous academy. Click on the "Forgot password?" button, enter your email address, and you will receive a reset link sent to your email.

8. 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

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

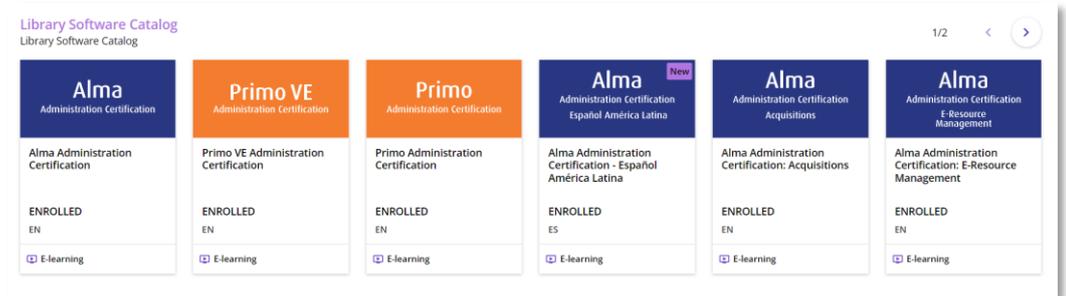
This is the certification process:



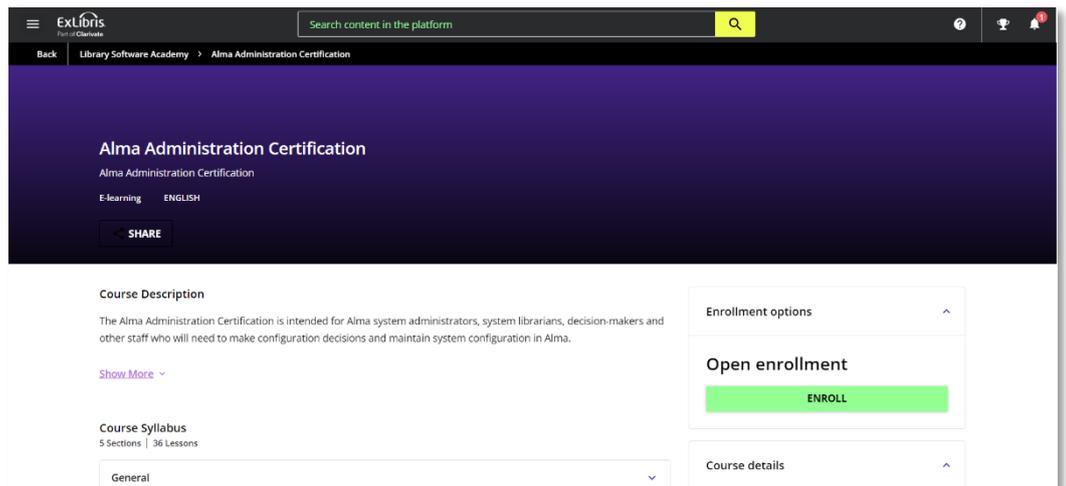
After you're logged in, you'll need to enroll in the course. In the course, you can review and learn all the functional areas of the certification. When you feel you know the material you can take the test and if you pass the test, you'll receive the certificate.

10. 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.

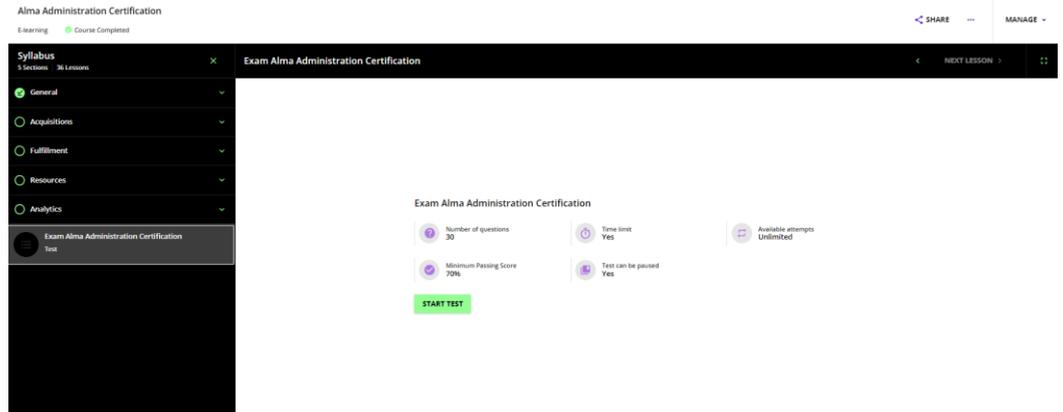
11. Do I have to complete all the e-learning modules before I take the test?

No, you can take the test whenever you want.

12. 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":



13. Can I submit the test without answering all the questions?

Yes.

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

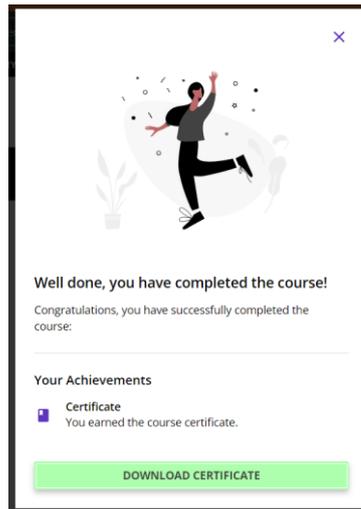
You can scroll up and down through the test questions.

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

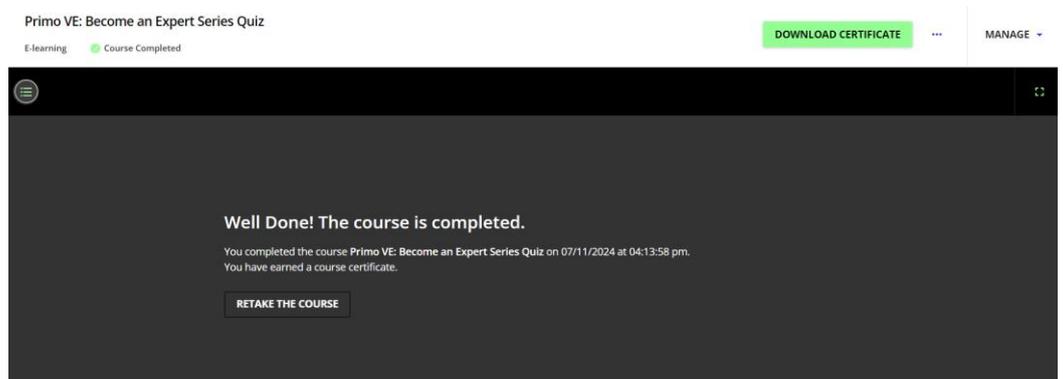
Yes, you can. Click on “Leave test” on the upper right corner of the test page, and then choose “Save and leave”.

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

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

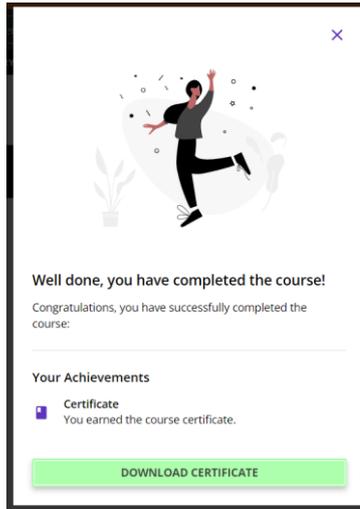


You are now certified. You’ll be able to see your completions on the course page, where you can also download your certificate:

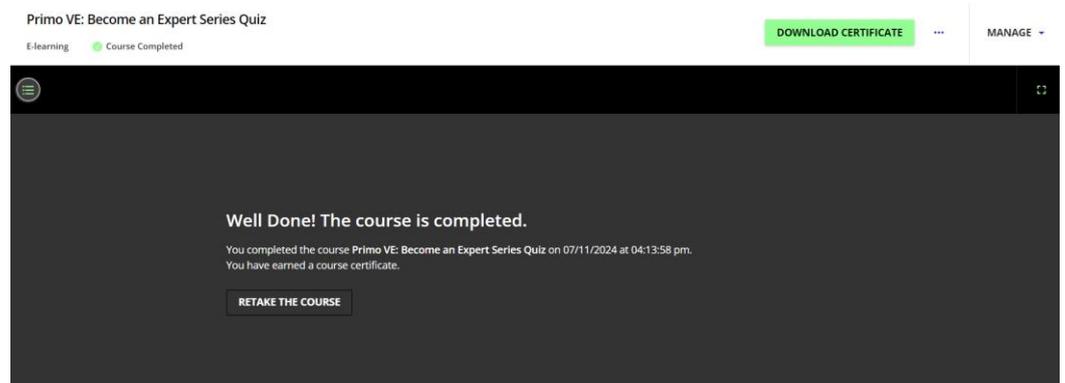


17. I've completed the exam and passed, where can I find my certificate to print?

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

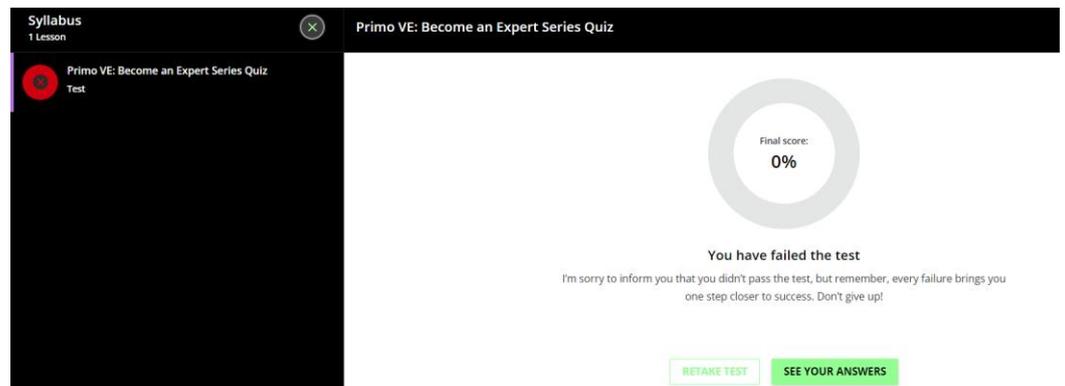


You can also download your certificate from the course page:



18. 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.

19. 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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