

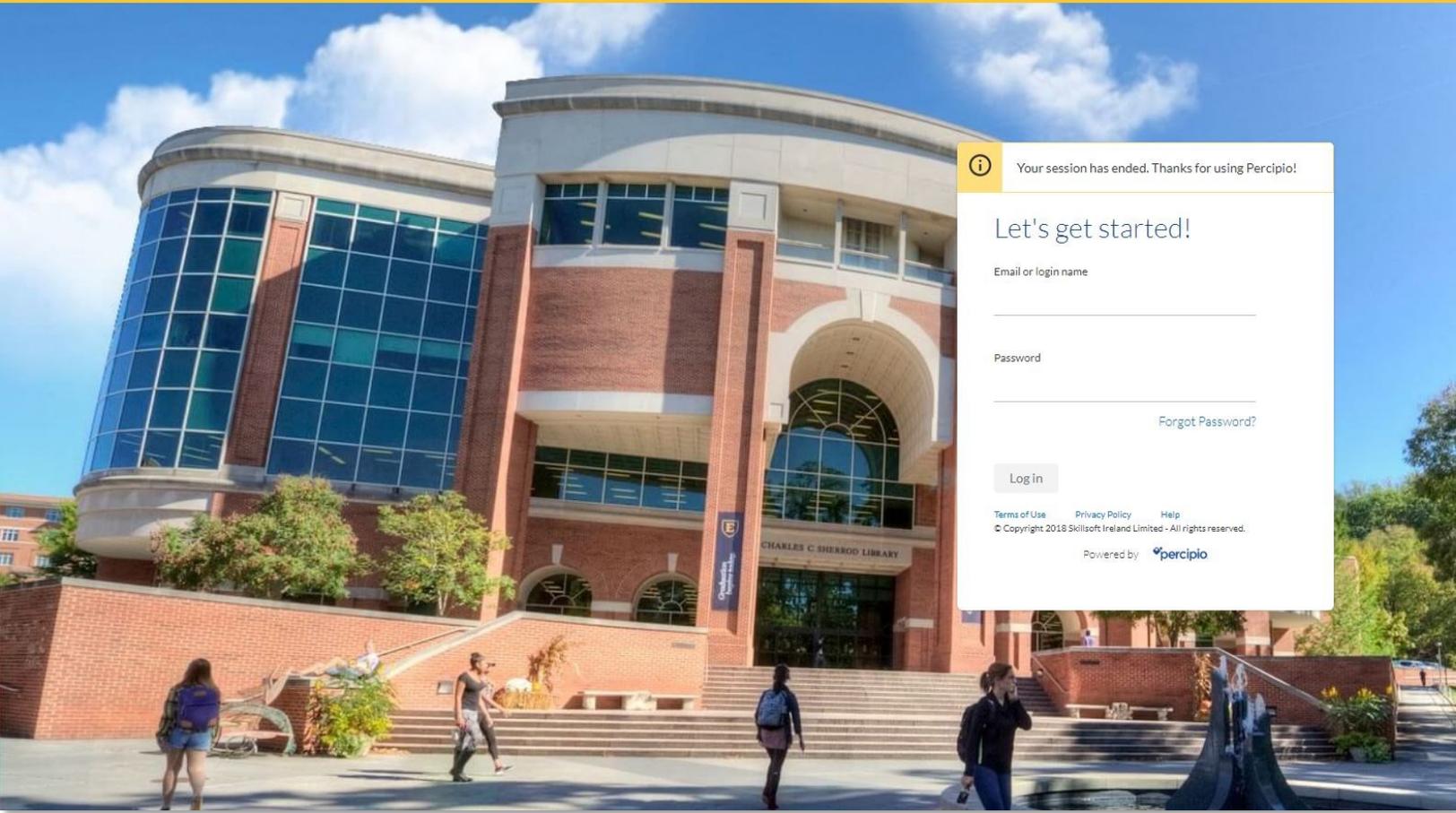
Getting Started with Percipio

Sign in to Percipio

In a browser, navigate to etsu.percipio.com.

Enter your username and password and **Log In**.

Note that passwords are case-sensitive.



Explore the Home Page

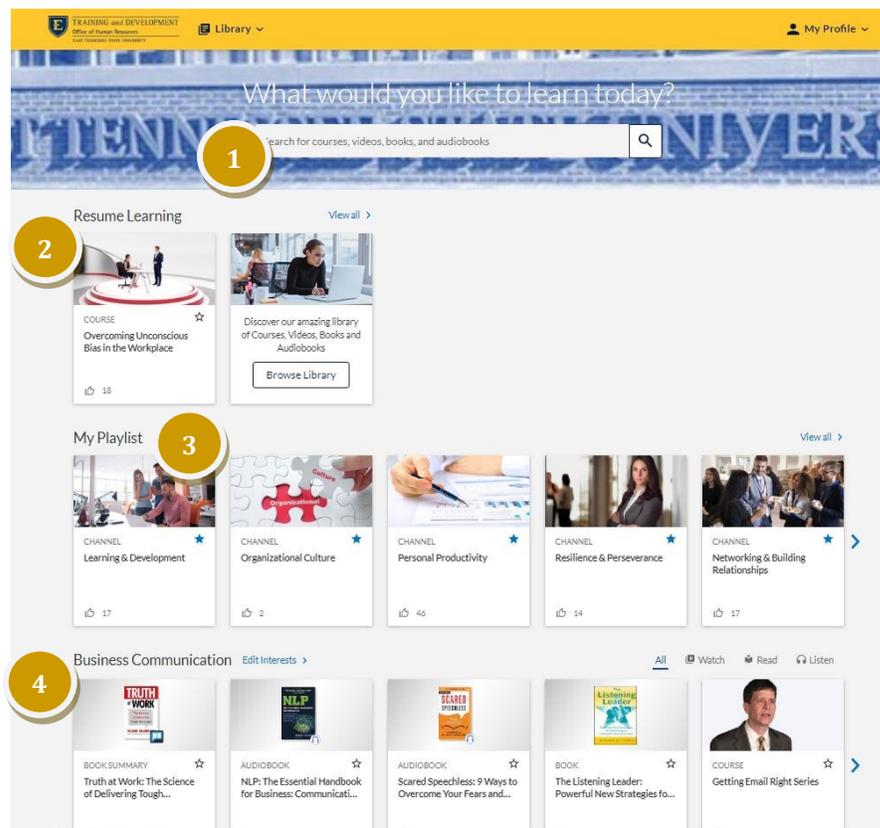
The Home page provides easy access to content and actions you use most often in Percipio:

1. **Search:** Quickly locate content with intelligent search.

2. **Resume Learning:** Provides quick access to videos, courses or books that you've started.

3. **Playlists:** Favorite content that you've added to your Playlist.

4. **Interests:** Recommended content based on your personalized interests.



Browse the Library

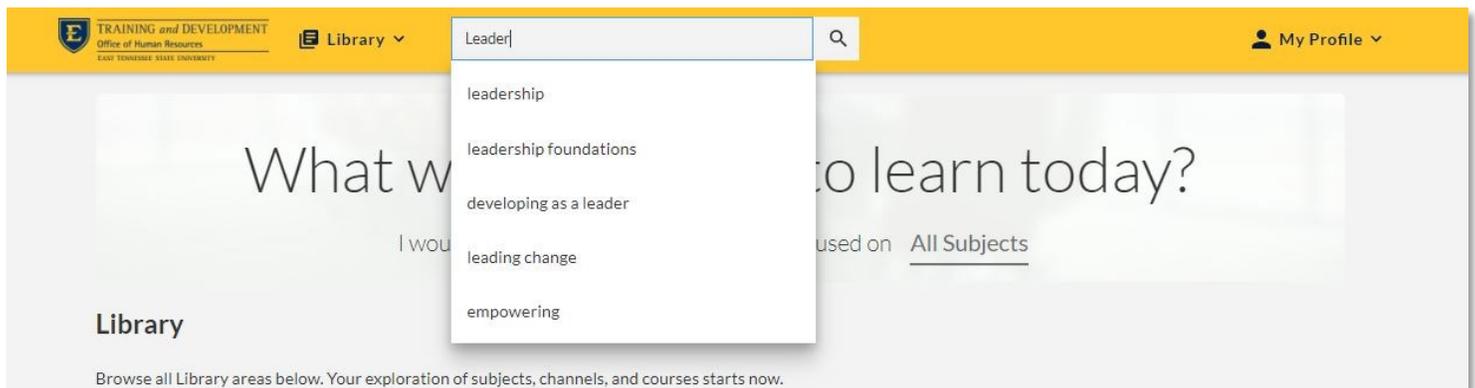
The Percipio Library contains all of the learning assets to which you are entitled. These assets are organized into a hierarchy to assist you in finding content quickly and easily. You can browse the library to view the assets available to you. You can also Search for content and add your favorite assets to your Playlist.

Select the **Library** icon on the top of the home page to view the library as a navigable list. This list view shows the main library areas and their related subjects. You can select areas and subjects from the Library page, but you can also navigate deeper into the library to select specific learning content.

The screenshot shows the Percipio Library interface. At the top, there is a yellow header with the logo for TRAINING and DEVELOPMENT Office of Human Resources, EAST TENNESSEE STATE UNIVERSITY. A search bar contains the text "What would you like to learn today?". A navigation menu includes "Library" and "My Profile". Below the header, a large white box contains the text "What would you like to learn today?" and a dropdown menu with "All Areas" and "All Subjects". Below this, the word "Library" is displayed, followed by the text "Browse all Library areas below. Your exploration of subjects, channels, and courses starts now." A grid of eight categories is shown, each with a representative image and a label: Business Operations, Certifications, Customer Service, IT Operations, Management, Professional Improvement, Project Management, and Sales & Marketing.

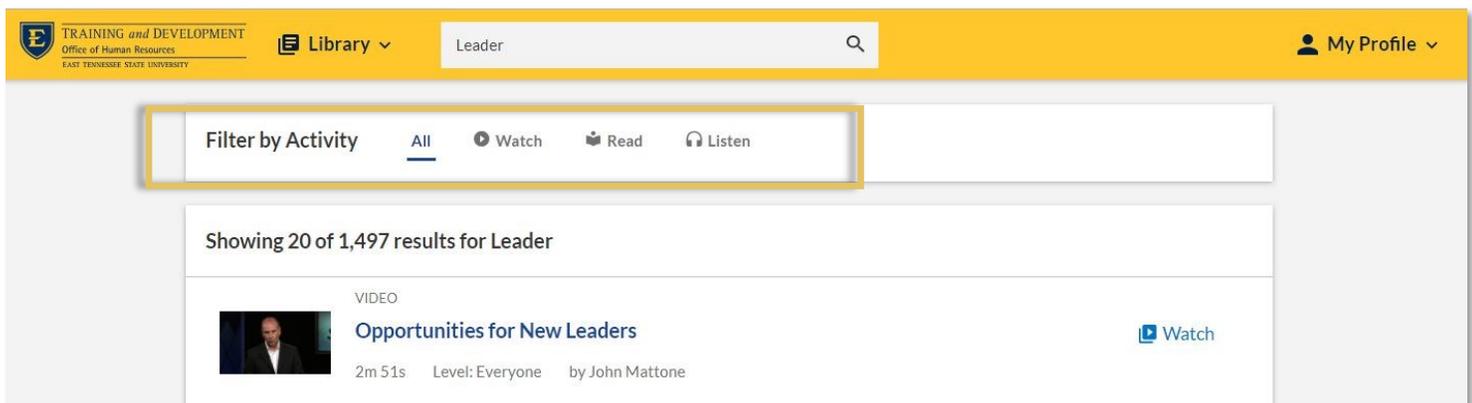
Search for Content

Use the Percipio search to help quickly find the content that you are looking for. Percipio uses an industry-leading search engine called ‘Elastic Search’, providing a faster search experience and more relevant results. Percipio’s intelligent search provides auto complete recommendations and search suggestions as you enter text into the search field.



You can refine your search results by filtering by content type:

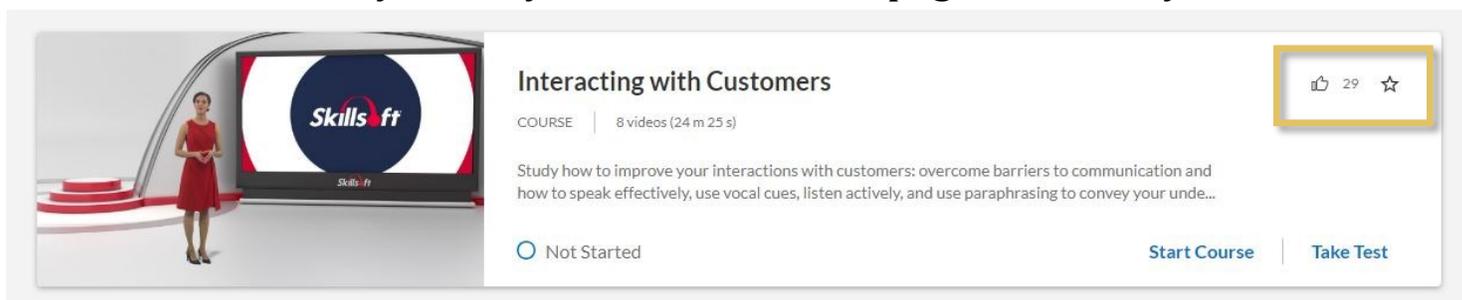
- **ALL**- Every content type, including Channels
- **WATCH**- Courses & Videos
- **READ**- Books only
- **LISTEN**- Audiobooks only



Adding to your Playlist

Playlists provide a quick and easy way to organize content that is of interest to you.

- You can add content to your Playlist from several areas within Percipio: the Home Page, Search, the Library or when accessing the content.
- Select the star to add the content to your Playlist.
- You can add any type of content to your Playlist, including Channels.
- You can access your Playlist from the home page or from My Profile.

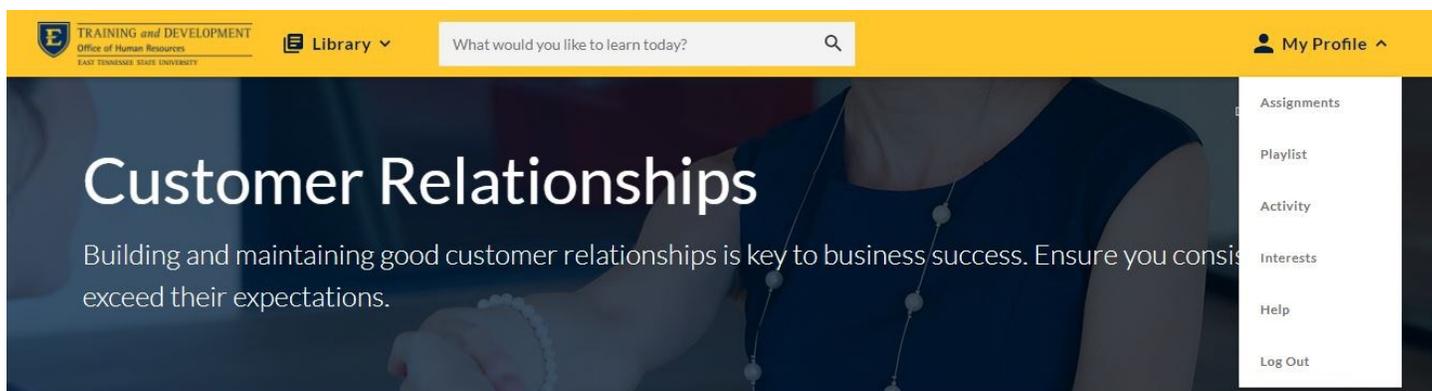


The screenshot shows a course card for "Interacting with Customers". On the left is a video thumbnail featuring a woman in a red dress standing next to a screen displaying the "Skills for" logo. To the right of the thumbnail, the course title "Interacting with Customers" is displayed. Below the title, it says "COURSE | 8 videos (24 m 25 s)". A description follows: "Study how to improve your interactions with customers: overcome barriers to communication and how to speak effectively, use vocal cues, listen actively, and use paraphrasing to convey your unde...". At the bottom left of the card, there is a "Not Started" indicator with a blue circle. At the bottom right, there are two buttons: "Start Course" and "Take Test". In the top right corner of the card, there is a yellow-bordered box containing a thumbs-up icon with the number "29" and a star icon, indicating the course's rating and the option to add it to a playlist.

Manage your Learning

Percipio offers several ways to organize and access your learning content under My Profile:

- **Assignments**—content assigned to you by your manager with a specified completion date.
- **Playlist**—an easy way for you to access your favorite content.
- **Activity**—a report of all the content you have started or completed.

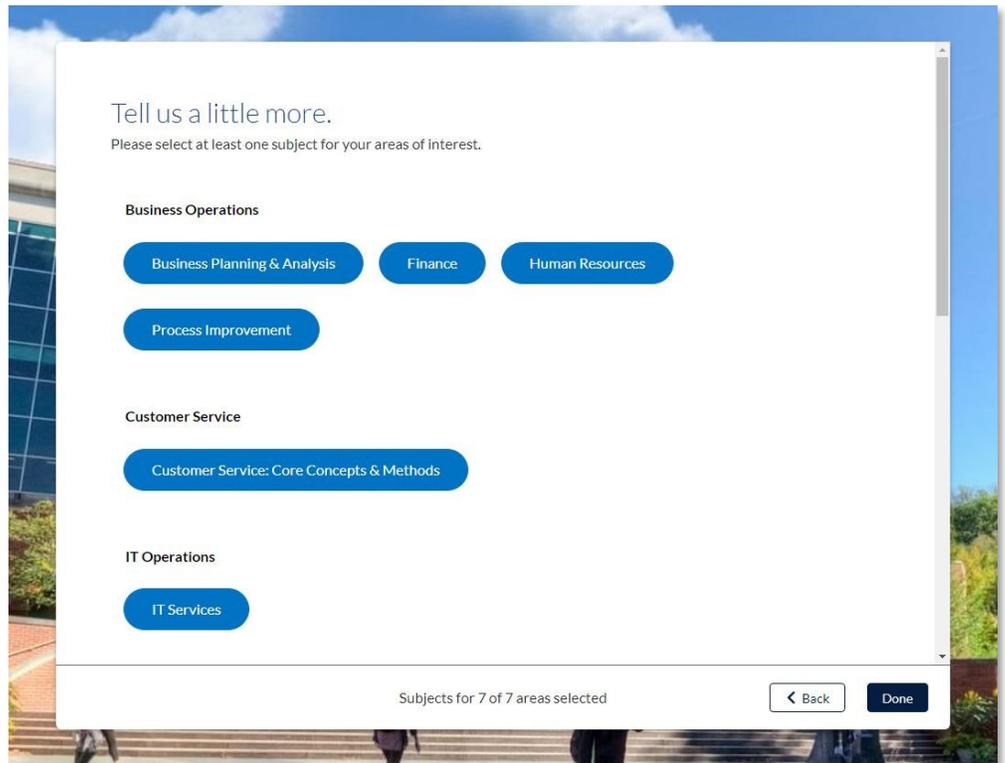


The screenshot shows the Percipio user interface. At the top left is the logo for "TRAINING and DEVELOPMENT Office of Human Resources EAST TENNESSEE STATE UNIVERSITY". Next to it is a "Library" button with a dropdown arrow. In the center is a search bar with the placeholder text "What would you like to learn today?". At the top right is a "My Profile" button with a dropdown arrow. Below the search bar, the main content area features a large banner for "Customer Relationships" with the text "Building and maintaining good customer relationships is key to business success. Ensure you consistently exceed their expectations." On the right side, a white dropdown menu is open, listing the following options: "Assignments", "Playlist", "Activity", "Interests", "Help", and "Log Out".

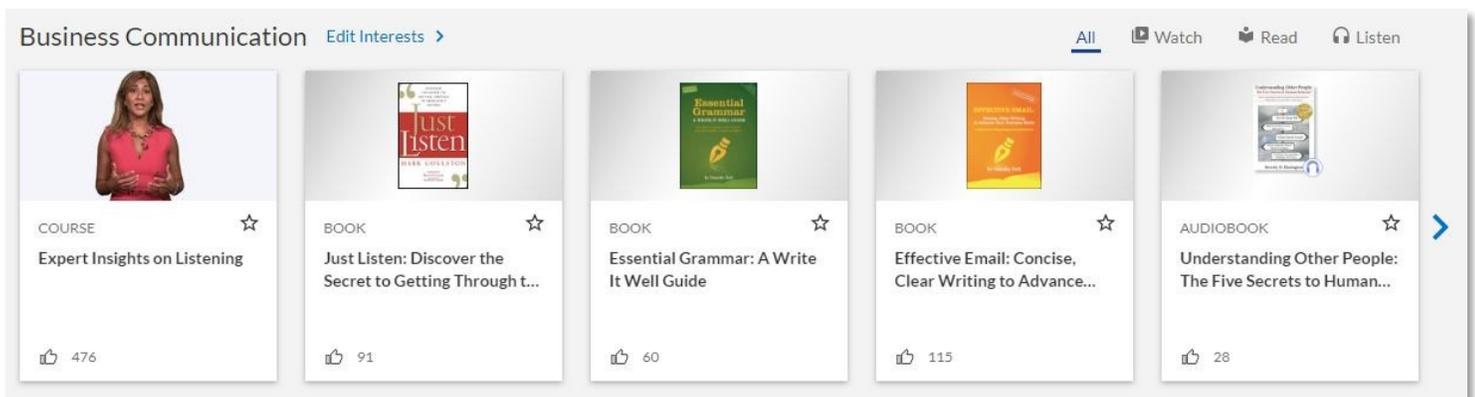
Interests

Percipio provides you with interest-based recommendations for content that you are likely to find most interesting and relevant.

These personalized recommendations are based on areas and subjects of interest that you select.



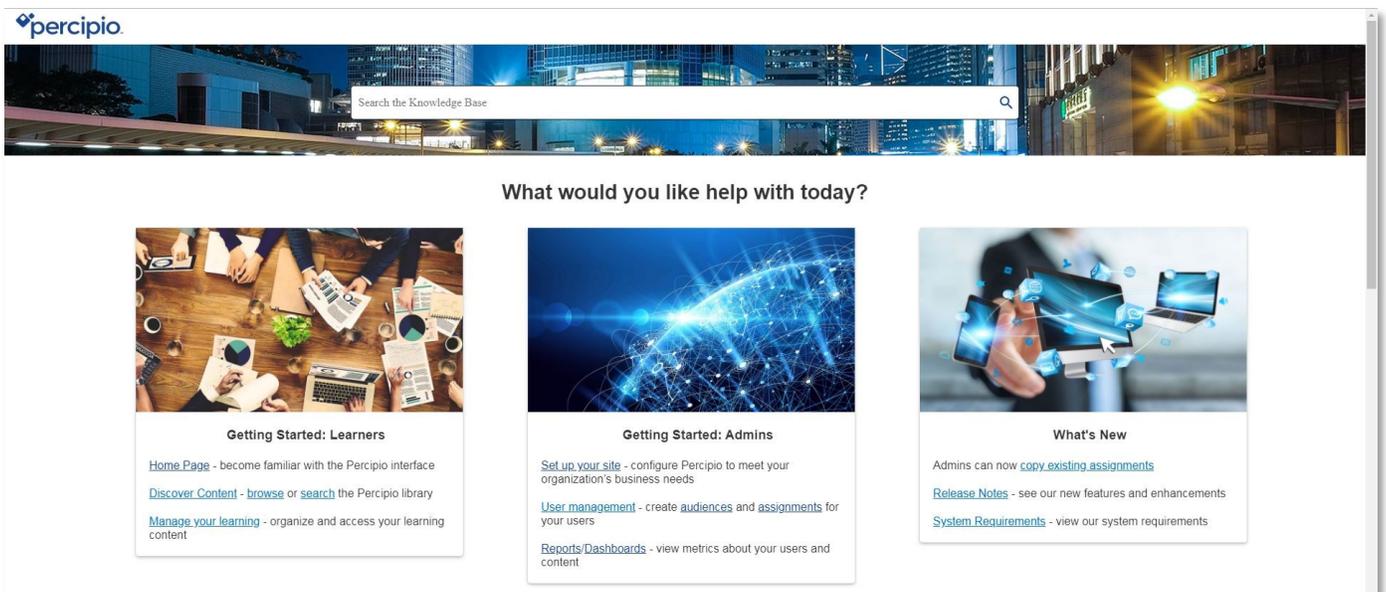
The content you are interested in is displayed in navigable strips on the homepage, making it easier to discover content important to you without having to search for it.



Learn More

Learn more about the features and functionality of Percipio by visiting our [online knowledge base](#). Helpful information includes:

- Getting Started with Percipio
- Discover Content
- Information on the latest releases and more!



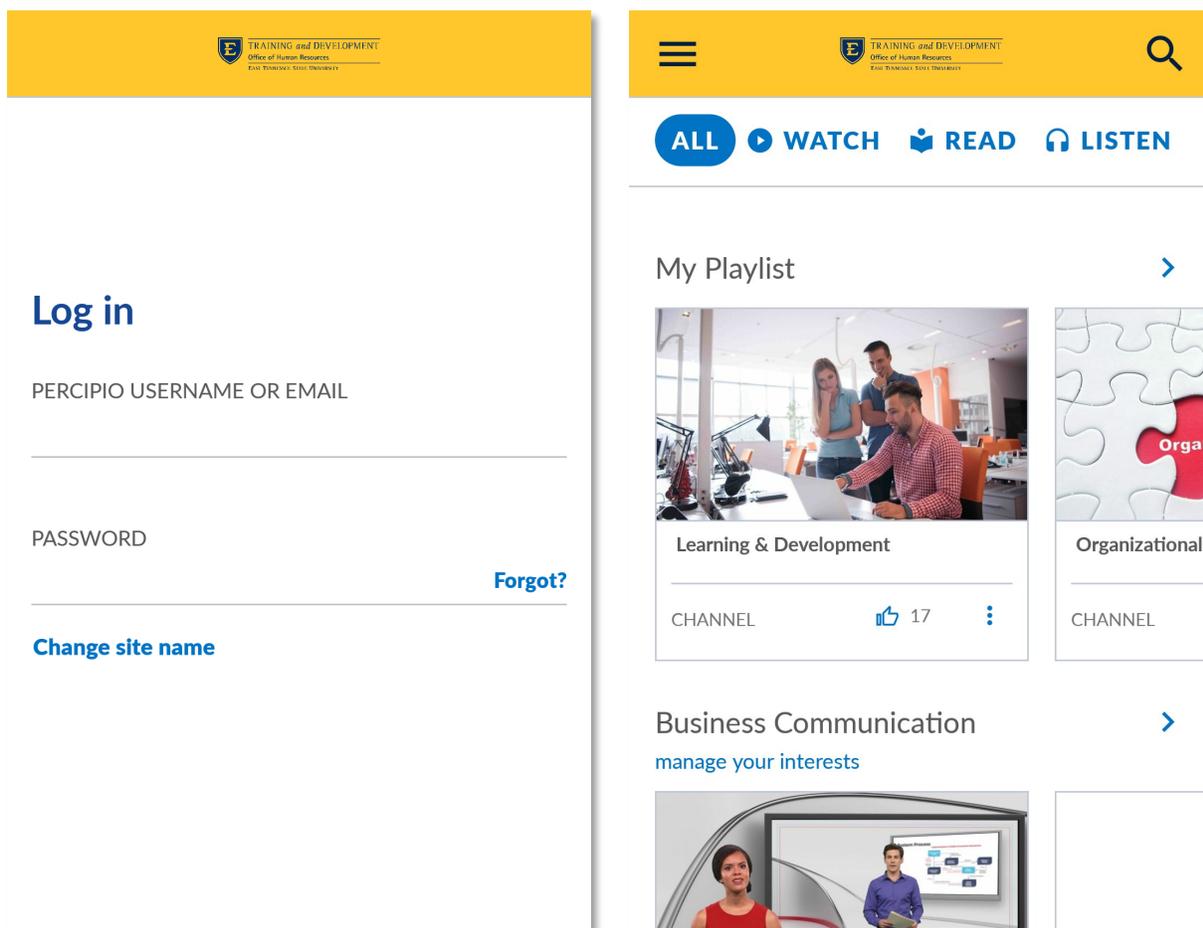
The screenshot shows the Percipio Knowledge Base homepage. At the top left is the Percipio logo. Below it is a search bar with the text "Search the Knowledge Base" and a magnifying glass icon. The main heading is "What would you like help with today?". Below this heading are three columns of content:

- Getting Started: Learners**
 - [Home Page](#) - become familiar with the Percipio interface
 - [Discover Content](#) - [browse](#) or [search](#) the Percipio library
 - [Manage your learning](#) - organize and access your learning content
- Getting Started: Admins**
 - [Set up your site](#) - configure Percipio to meet your organization's business needs
 - [User management](#) - create [audiences](#) and [assignments](#) for your users
 - [Reports/Dashboards](#) - view metrics about your users and content
- What's New**
 - Admins can now [copy existing assignments](#)
 - [Release Notes](#) - see our new features and enhancements
 - [System Requirements](#) - view our system requirements

Mobile Access

The Percipio Mobile App extends your learning experience to your mobile device. Improve yourself in minutes a day — anytime, anywhere. Access content across a variety of topics including business, personal development, desktop software, and IT. Stay current with courses, videos, books, and audiobooks from world-class experts. Keep yourself on the leading edge to improve your performance on the job and throughout your career.

You can download the app from the [Apple App Store](#) or in [Google Play](#).



To learn more about the mobile app and its functions, see the [quick start guide](#).