



FAST-START GUIDE FOR USERS/TRAINEES/STUDENTS

ONLINE HELP: ELEAPSOFTWARE.COM/SUPPORT

VERSION 2.3
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THANK YOU FOR CHOOSING
ELEAP™ LEARNING MANAGEMENT SYSTEM (LMS/LCMS)

We want to extend a warm welcome to you. We hope that eLeaP™ can be a vital part of your e-learning and training program. We encourage you to make continuing talent and skills management an important part of your work/career or educational journey.

"In its broadest sense, learning can be defined as a process of progressive change from ignorance to knowledge, from inability to competence, and from indifference to understanding....In much the same manner, instruction-or education-can be defined as the means by which we systematize the situations, conditions, tasks materials, and opportunities by which learners acquire new or different ways of thinking, feeling, and doing."

Cameron Fincher, "Learning Theory and Research," in Teaching and Learning in the College Classroom, edited by Kenneth A. Feldman and Michael Paulson, Ashe Reader Series, Needham, MA: Ginn Press, 1994.

The eLeaP™ LMS is a secure, easy to use, web-based training platform delivering rich, powerful, intuitive e-learning in multimedia environment using Web 2.0 technologies like AJAX & Rich Internet Applications.

The eLeaP™ LMS is one of the first e-learning platforms to deliver easy to use web-based training in a totally secure 128 Bit encrypted environment.

KEY UPDATES TO THIS NEW INTERFACE

We have made many changes to the LMS interface for easier account management and a more intuitive user experience.

Key Additions:

- **Easier account navigation** through natural links
- **Streamlined workflow interface** for efficiency and productivity
- **More Intuitive user interface** for improved user experience
- **'Auto Save'** enabled during quiz session.
- Clear **informational alerts/notices** to guide users and provide additional helpful information.
- Enabled **full vertical scroll** so that users can see full display of your course content.
- Added **'Minimum read time'** clock for timed lessons – Advanced Settings
- **Smart Course Menu** – If Glossary, FAQ, Resources are not used, they don't appear in trainee's Course Menu.
- **Email message notification** sent to all Users or User Groups assigned to a Career Path when that **Career Path** has been **changed** (courses added or removed from that Career Path).
- Added **[Launch Course]** and **[Relaunch Course]** buttons for all SCORM courses. This way, users will easily know how to start their assigned SCORM courses.
- **Upgraded eLeaP Media System** to enable easier video streaming on all major browsers.

The screenshot displays the eLeaP LMS interface. At the top, there is a blue header with a logo placeholder 'Your Logo Here' on the left and a user profile 'Barron, Frank | logout view my profile' on the right. Below the header is a navigation bar with tabs: HOME, COURSES, USER GROUPS, CAREER PATHS, FORUM, INBOX (1), and MY ACTIVITY. The main content area starts with a welcome message: 'Welcome to Demo 2x Training System'. Below this is a text block explaining why many organizations selected eLeaP, followed by 'Special instructions' and a link to 'Click on your assigned courses below.' The 'Assigned Courses' section features a search bar and a table with one course: 'Microsoft Office - Outlook@2007 Training' with a status of 'In progress [29 %]'. The 'Assigned Career Paths' section also has a table with one path: 'Sales Training for Superstars' with a status of 'In progress [5 %]'. The footer contains 'Powered by eLeaP' and copyright information for Telania, Inc.

ELEAP DOCUMENTATION

This User Guide to the eLeaP™ LMS system is designed to make your transition and use of our system as easy and seamless as possible.

This Trainee/Employee/Student User Guide is organized into six (6) sections:

- Course Access/Tools
- Career Path Access
- Quiz/ Assessment Center
- Forums/Interactive Features Management
- Productivity Tools – Portfolio Builder - “My Stuff”
- Support/Help Center and eLeaP™ Knowledge-base

COURSE ACCESS AND TOOLS

ELEAP LOGIN AND ACCESSING LEARNING/TRAINING COURSES

To log into your eLeaP Learning & Training system, go to your special, secure website i.e. <https://yourcompanyname.2leap.com>. You should have received this login information via email. If not please check your Bulk Mail folder (in your email program) or email sales@eleapsoftware.com.

Make sure you white list email coming from ELEAPSOFTWARE.COM.



The screenshot shows a login page for a "Demo 2x Training & E-Learning System". At the top, there is a blue header with a white rounded rectangle containing the text "Your Logo Here". Below this, the page title is "Demo 2x Training & E-Learning System" followed by the instruction "To access your eLearning Center please login below." A bullet point reads "• please enter your email address and password •". There are two input fields: "Email" and "Password". A blue "Login" button is positioned below the password field. A link "I can't access my account" is located below the login button. Two red arrows point to the "Email" and "Password" input fields. The footer of the page includes the text "Powered by eLeaP" and a copyright notice: "Online training powered by eLeaP. Copyright 2005 - 2011 Telania, Inc. All rights reserved. Unauthorized use or reproduction is prohibited by US copyright laws and international treaties."

You will need your **email address** (which is your eLeaP login username) and password. You should have received this information in our 'Welcome' email message. If you have not received this information check your 'Bulk mail' folder or contact your company's training or HR department. It is very important that you white list email coming from **office@eleapsoftware.com**. This will help prevent any disruptions in communications you receive from eLeaP.

YOUR ELEAP LMS ACCOUNT HOME

Once you are logged into your eLeaP Learning/Training system, you can begin accessing your learning and training courses listed at the bottom of your Welcome screen. You can also click [Courses] or [Career Path] to access your assigned Courses and Career Path.

Your Logo Here Barron, Frank | logout
view my profile

HOME COURSES USER GROUPS CAREER PATHS FORUM INBOX (1) MY ACTIVITY

Welcome to Demo 2x Training System

Why have so many organizations selected eLeaP for their training and e-learning software needs for over 5 years? Two simple reasons:

- A superior product that is easy to use
- A superior customer support system and team

Special Instructions:
Click on your assigned courses below.

Assigned Courses

Course Name Course Category

| No. | Name | Status | Deadline | Category | Instructor |
|-----|--|--------------------|----------|---------------|--------------|
| 1. | Microsoft Office - Outlook@2007 Training | In progress [29 %] | none | Uncategorized | Weobong, Don |

Assigned Career Paths

| No. | Name | Status | No. Courses | Instructor |
|-----|---|-------------------|-------------|--------------|
| 1. | Sales Training for Superstars | In progress [5 %] | 5 | Weobong, Don |

To begin accessing your assigned e-Learning or Training Courses, click the name of the relevant course. For example:

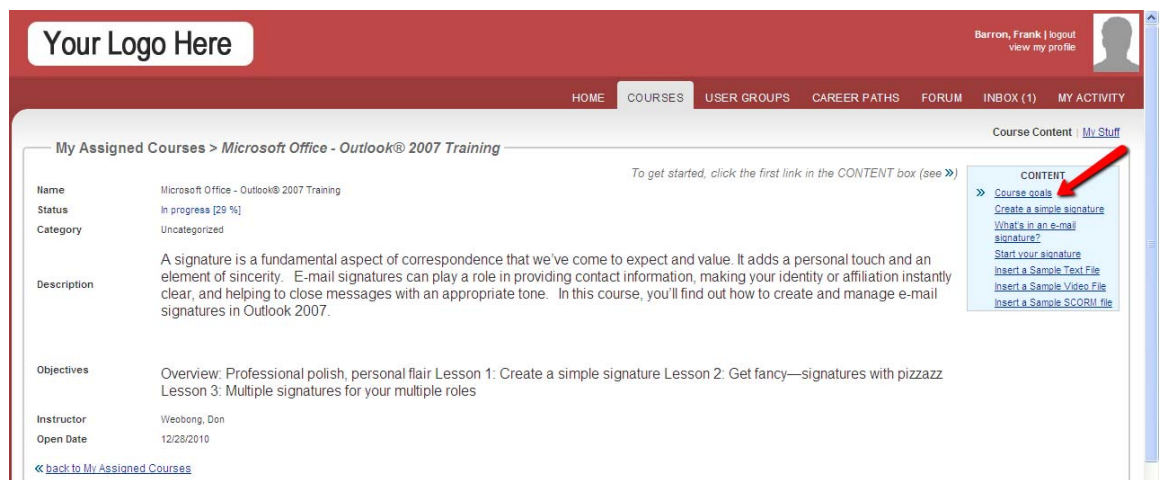
Assigned Courses

| No. | Name | Status |
|-----|------------------------------------|--------------------|
| 1. | Course New | In Progress [33 %] |
| 2. | Sample Demo Course | Completed |

You can also click on the **COURSES** or **CAREER PATHS** tab on your top navigation menu.

Course Detail Screen

Once you click on the name of you assigned course, you will first access the course details page. See the graphic below. The course details page contains important information about your assigned course. You should pay special attention to course description, objectives, completion status, deadlines etc. To begin accessing your course content, follow the on-screen instruction **To get started, click the first link in the CONTENT box (see >>)** and click the first text link which is indicated by the >> sign. See red arrow below.



The screenshot shows a user interface for a course. At the top, there's a navigation bar with 'HOME', 'COURSES', 'USER GROUPS', 'CAREER PATHS', 'FORUM', 'INBOX (1)', and 'MY ACTIVITY'. The main content area is titled 'My Assigned Courses > Microsoft Office - Outlook® 2007 Training'. It displays course details: Name (Microsoft Office - Outlook® 2007 Training), Status (In progress [29 %]), Category (Uncategorized), Description (A signature is a fundamental aspect of correspondence...), Objectives (Overview: Professional polish, personal flair...), Instructor (Weobong, Don), and Open Date (12/29/2010). On the right, there's a 'CONTENT' menu with a red arrow pointing to the first link 'Course goals'. Other links in the menu include 'Create a simple signature', 'What's in an e-mail signature?', 'Start your signature', 'Insert a Sample Text File', 'Insert a Sample Video File', and 'Insert a Sample SCORM file'.

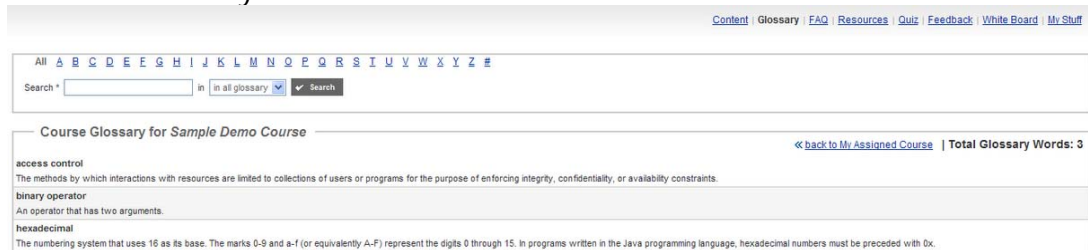
You can collapse or expand **the Content Menu** to suit your style.

Each Course contains several Course Sub Menu items located on top of your course CONTENT box:

[Content](#) | [Glossary](#) | [FAQ](#) | [Resources](#) | [Quiz](#) | [Feedback](#) | [White Board](#) | [My Stuff](#)

You can access:

- o **Glossary:** A glossary is a list of terms with the definitions for those terms. Traditionally, a glossary appears at the end a book and includes terms within that book which are either newly introduced or at least uncommon.



The screenshot shows a 'Course Glossary for Sample Demo Course' page. At the top, there's a navigation bar with 'Content', 'Glossary', 'FAQ', 'Resources', 'Quiz', 'Feedback', 'White Board', and 'My Stuff'. Below the navigation bar, there's a search bar with a dropdown menu for 'in all glossary' and a 'Search' button. The main content area displays a list of glossary entries: 'access control' (The methods by which interactions with resources are limited to collections of users or programs for the purpose of enforcing integrity, confidentiality, or availability constraints.), 'binary operator' (An operator that has two arguments.), and 'hexadecimal' (The numbering system that uses 16 as its base. The marks 0-9 and a-f (or equivalently A-F) represent the digits 0 through 15. In programs written in the Java programming language, hexadecimal numbers must be preceded with 0x.).

- o **FAQ:** Gets answers to some frequently asked questions.

[Content](#) | [Glossary](#) | [FAQ](#) | [Resources](#) | [Quiz](#) | [Feedback](#) | [White Board](#) | [My Stuff](#)

Course FAQ for *Sample Demo Course* [← back to My Assigned Course](#)

[Q: How do I get additional help?](#)

A: Contact eLeap via Phone, Fax, Email, or Live Support

[Q: Who uses the eLeap™ service?](#)

A: Just about any one who wants to improve employee skills management, increase knowledge acquisition and retention, reduce liability through compliance training or even just complement traditional classroom instruction can use the eLeap online training platform. eLeap™ is a simple yet powerful online training system and platform to meet the needs of companies and organizations, government agencies, training professionals, teachers and just about any one else who needs e-learning, training and development.

[Q: How secure are your servers?](#)

A: We employ 128-bit (up to 256) SSL encryption to secure the transmission of data between your browser and our secure data center. Your content data is protected by the best encryption keys in the industry. In the extremely unlikely event that anyone would attempt to intercept your data they would be confronted with only a stream of unintelligible data. eLeap is a web hosted learning management system.

- o **Resources:** Your course Instructor has created useful web-based resources list for this course. Access these helpful web resources by clicking on the [Resources] tab.

[Content](#) | [Glossary](#) | [FAQ](#) | [Resources](#) | [Quiz](#) | [Feedback](#) | [White Board](#) | [My Stuff](#)

Course Web Resources for *Sample Demo Course* [← back to My Assigned Course](#)

eLeap Support System
<http://support.eleapsoftware.com>

- o **Quiz:** You might be required to take a post course quiz assessment. If you are required to, click on the [Quiz] tab to access your quiz. More on quizzes later. **Note:** You will need to complete your course before you are allowed to access the quiz center.

[Content](#) | [Glossary](#) | [FAQ](#) | [Resources](#) | [Quiz](#) | [Feedback](#) | [White Board](#) | [My Stuff](#)

Quiz

| | |
|-----------------------|-----------|
| Time Limit | 0 minutes |
| No. of Question(s) | 3 |
| Minimum Score to Pass | 3 |
| Your Score | 3.0 |

Congratulations! You have **PASSED**.
Your total score is 100%.

[download certificate](#) [← back to My Assigned Course](#)

Questions and Answers

1 2 3
1 2 3

Question 2 of 3 : Correct

[← previous](#) [next →](#)

In what year was the Constitution written?

| | Correct Answer | Your Answer | Option |
|----|----------------|-------------|--------|
| A. | ✗ | ✗ | 1951 |
| B. | ✓ | ✓ | 1787 |

- o **Feedback Assessment Form:** Your course Instructor might require some post course feedback assessment. This will help them measure the success of your online learning experience. Please answer these questions to

the best of your ability.

Course Feedback for *Sample Demo Course*

Do you like this course? Yes

Describe your eLeaP experience

On a scale of 1 to 5 indicate how you feel today? (1 being lowest, 5 being highest) 5

[back to My Ass...](#)

- o **White Board:** Do you want to post a private message to your course Instructor? Use the White Board to post private and public messages.

White Board Topic: *Help available*

[add new comment](#) | [back to White Board](#) | Total posts: 2

| User | Comment | |
|--|--------------------------------|--|
| posted on 04-23-2009 by eLeaP Presenter, Don | Need help? Post here. | |
| posted on 05-13-2009 by eLeaP Presenter, Don | Add comment to Whiteboard form | reply |
| posted on 05-17-2009 by tester 1, eleaP | I like this new interface. | reply edit |

[add new comment](#)

- o **My Stuff** (Portfolio Builder): Create your own portfolio of your online e-learning or training experience. Add files, upload notes, add web links etc. Create a private journal of your e-learning journey.

Add Note

[upload a file with this note](#)

B *I* U | A | | | | | | | |

Note *

[X](#) [CS](#)

CAREER PATHS >> CAREER PATHS

eLeaP™ LMS delivers personalized learning and training just for you. The Career Path system allows you to access training/learning programs customized for you.

Let's say you John Smith need to take your "Managing by Walking Around", "The Science of the Sale", "Sexual Harassment Training for Supervisors" and "Workplace Ethics and Compliance" courses in a specific order. A Career Path called "Middle Management Learning Program I" will be created for you.

To access your Career Path Center, click **CAREER PATHS** on the top navigation menu. The available **Career Paths** will be displayed. Click **[the name of your assigned career path]** to see the details of your personalized Career Path.

Note: Some courses in your Career Path might require Quiz Assessment.

Assigned Career Paths > Sample Career Path

| | |
|-------------|----------------------|
| Name * | Sample Career Path |
| Description | New CP |
| Instructor | eLeaP Presenter, Don |

[<< back to Assigned Career Paths](#)

Courses

| No. | Name | Status | Quiz Required |
|-----|------------------------------------|-------------------|---------------|
| 1. | Sample Demo Course | Completed | Not Present |
| 2. | Course New | In Progress [33%] | Optional |

To begin accessing courses in your assigned career path, click on the name of the available courses.

Content | [Glossary](#) | [FAQ](#) | [Resources](#) | [Quiz](#) | [Feedback](#) | [White Board](#) | [My Stuff](#)

My Career Path Courses > Course New

To get started, click the first link in the CONTENT box (see »)

| | |
|-------------|---|
| Name | Course New |
| Status | In Progress [33 %] |
| Deadline | 06-17-2009 |
| Category | New Cat |
| Description | Add info abt course here |
| Objectives | add info objectives here |
| Instructor | eLeaP Presenter, Don ; Test Reviewer, eLeaP |
| Open Date | 04-17-2009 |

[<< back to Career Path Details](#)

| CONTENT |
|------------------------------------|
| [-] first chapter |
| » first page |
| lesson page 1 |
| [-] middle chapter |
| Microsoft Office |

QUIZ/ ASSESSMENT CENTER

eLeaP™ LMS encourages you to complete Course Assessments. Assessments will help your Instructors know how well their training courses are going.

To take Quiz Assessment click the [Quiz](#) sub menu link. You will need to have accessed and completed your Course Content prior to accessing the Quiz Center. If a quiz is present, you will see a 'click here to start your quiz' link.



eLeaP™ LMS has five (5) Quiz question types or formats:

- Multiple Choice/True/False,
 - Sequence/Sort Order/Ranking,
 - Essay/Short Answer/Explanation,
 - Multiple Choice with Explanation, and
 - Hotspot, Find Errors
- a. To answer a "Multiple Choice" or "True or False" quiz questions, choose the answer option(s) that best satisfies the requirement of the question. Click **[Next]** to advance to the Next Question.

• ***Make sure you submit your quiz answers.***

Repeat this process as many times as needed to answer other Multiple Choice or True or False questions.

- b. To answer a "Sequence, Sort Order or Ranking" type questions, click the answer choice or option you wish to arrange. You can then click the **TOP** or **BOTTOM** arrows to move the answer choice to the exact or correct answer location you want. An example of such a question will be arrange the planets in the correct order

from the nearest to the sun. You will click on any one of the answer choices and then use the **TOP** or **BOTTOM** arrows to arrange them as follows: Mercury, Venus, Earth, Mars, Jupiter ...”

The screenshot shows a quiz interface with the following elements:

- At the top left, the word "Quiz" is displayed.
- Below it, a progress indicator shows four numbered steps (1, 2, 3, 4), with the fourth step being active.
- The main content area is titled "Question 4 of 4".
- To the right of the question title is a button labeled "submit your quiz answers".
- Below the question title, the text "Correct order" is displayed.
- There are four text input fields, each preceded by a number (1, 2, 3, 4). The first field contains the letter 'c', the second 'd', the third 'a', and the fourth 'b'.
- At the bottom left of the input area is a button labeled "previous".
- At the bottom right of the input area is a button labeled "save".
- On the far right, there is a vertical control panel with two arrows (up and down) and a "save" button at the bottom.

- c. If you are requested to answer a question that asks for a short answer or an essay, all you have to do is **type in your answer** in the text box provided.
- d. You might be required to explain your Multiple Choice answer. First **choose the correct answer** to the Multiple Choice question and then type in your explanation in the text box
- e. The last question type in the eLeaP™ LMS Quiz Creator is the “Hotspot or Find the Error” question type. To correctly identify errors or other requirements in the ‘Hotspot’ or ‘Find the Error’ type question, **click the relevant area of the image** and **type in your comment or answer explanation** for your choice or selection.

**If you are satisfied with your answers, ‘submit your quiz answers’

** **Your submission is FINAL and irreversible. You can petition your instructor to reset your Quiz.**

WHITE BOARD/COURSE SPECIFIC FORUM/COMMUNICATION TOOL

eLeap™ believes that informal learning can be a vital part of designing powerful e-learning and training programs. After all the experts tell us *"80% of workers get their job know-how informally"* Jay Cross (June 2006 TD Magazine)

Forums are a great way to foster this informal and unorthodox learning. Forums allow for users to share ideas, best practices and even develop new methods of problem solving or generating ideas. That million-dollar idea could come from your training portal's forum site. We encourage you to use these interactive tools in your eLeap™ LMS package.

eLeap™ has provided tools to help you launch informal learning. Make use of your online forums or White Boards. Click on **White Board** sub menu link to access topics related to your Course.



You can send **private messages** to your Course Instructor. These messages will only be available to your Instructor.

You can send **public messages** to be posted on the Course White Board. These public messages will be available to other users assigned to your particular training course or e-learning program.



You can use your White Board system as a Communication tool between you and your Instructors. You can submit private messages to your Instructor. You will be able to access replies. Your White Board is secure and easy to use.

eLeaP™ wants to help you succeed. Use these powerful tools to enhance the learning experience.

PRODUCTIVITY TOOLS – PORTFOLIO BUILDER - “MY STUFF”

eLeaP™ LMS users can use our simple e-portfolio builder **My Stuff** to enhance and enrich their online learning and training experience. You can add special files you have created (PDF, PPT, HTML, Graphics etc). You can also add notes and URL's of special resources you may have encountered in your online training and e-learning journey.

We encourage you to utilize this feature. Anyone familiar with GoogleNotes should be familiar with the eLeaP™ LMS portfolio builder called **My Stuff**.

Content | Glossary | FAQ | Resources | Quiz | Feedback | White Board | My Stuff

Add new note

B *I* U

Experience as a general concept comprises knowledge of or skill in or observation of some thing or some event gained through involvement in or exposure to that thing or event. The history of the word experience aligns it closely with the concept of experiment.

The concept of experience generally refers to know-how or procedural knowledge, rather than propositional knowledge. Philosophers dub knowledge based on experience "empirical knowledge" or "a posteriori knowledge".

Note *

Filename [computer_based_training.doc](#) upload file

File Size [KB] 33 KB

+ add note × cancel

We have tons of helpful productivity tools in development so be sure to always check back into your eLeaP™ LMS account and see what else eLeaP™ is cooking up!

ELEAP™ INBOX – ELECTRONIC COMMUNICATIONS SYSTEM

As a trainee or student, you can also access your eLeaP™ INBOX INBOX (2) to receive updated email notification and communications regarding various activities in your eLeaP account.

[Inbox](#) > *You have been assigned to name of course*

| | |
|----------------|--|
| Subject | You have been assigned to name of course |
| Date | 05-22-2009 |
| Message | eLeaP . |

Your User Group **daasd** has been assigned to the following course: **name of course**

Access this course in your [COURSES] area.

The deadline for completing the **daasd** is **07-22-2009**

Feel free to contact your instructor if you have any questions.

Thank you,
Don eLeaP Presenter
telania@gmail.com
Telania | eLeaP

[delete](#) | [back to Inbox](#)

MY ACTIVITY – DOWNLOAD YOUR TRANSCRIPTS

Access [MY ACTIVITY](#) to access and download your activity reports including course completion history and scores.

| My Activity | | | | | | |
|----------------------------------|------------------------------------|---|----------------|------------|-------------------|--------------------------------------|
| Last Login : 05-30-2009 17:17:41 | | | | | | |
| Assigned Courses | | | | | | |
| No. | Name | Created by | Status | Deadline | Number of Lessons | Date Created |
| 1. | Course New | eLeaP Presenter, Don ; Test Reviewer, eLeaP | Completed | 06-17-2009 | 8 | 04-17-2009 |
| 2. | Sample Demo Course | eLeaP Presenter, Don ; Test Reviewer, eLeaP | Completed | 06-17-2009 | 9 | 04-17-2009 |
| Completed Quizzes | | | | | | |
| No. | Name | Date Completed | Time Limit | Score | Passed | |
| 1. | Sample Demo Course | 05-17-2009 | 0 min. | 3.0 / 3 | | ✓ |
| 2. | Course New | 05-30-2009 | 0 min. | 0.0 / 4 | | ✗ |
| ✓ Passed ✗ Failed | | | | | | Download Transcripts |
| Completed Quizzes (SCORM) | | | | | | |
| No. | SCORM | Status | Date Completed | Score | Passed | |
| 1. | Microsoft Office | Incompleted | 05-17-2009 | N/A | - | |
| ✓ Passed ✗ Failed | | | | | | Download Transcripts |

You can easily export your reports into Microsoft Excel.
 ** If your course instructor chooses to enable **Completion Certificates**, you can download your course certificate from your Course details screen. See an example below.

Content | [Glossary](#) | [FAQ](#) | [Resources](#) | [Quiz](#) | [Feedback](#) | [White Board](#) | [My Stuff](#)

[My Assigned Courses](#) > [Sample Demo Course](#) To get started, click the first link in the CONTENT box (see >>)

| | |
|--|--|
| Name | Sample Demo Course |
| Status | Completed |
| Deadline | 06-17-2009 |
| Category | New Cat |
| Description | This course is designed to show case the eLeaP LMS Training Software System. While taking this course, please note that course samples are generally an expression of individual creativity -- each course can be designed to be unique and serve distinct objectives. Speaking of objectives, lets segue to the objectives section. This eLeaP LMS Training Software Sample course will highlight: |
| Objectives | <ol style="list-style-type: none"> 1. Course Creation 2. User Management 3. Training and Tracking Reports 4. Price of Fees |
| Instructor | eLeaP Presenter, Don ; Test Reviewer, eLeaP |
| Open Date | 04-17-2009 |
| Download Certificate back to My Assigned Courses | |

CONTENT

- [\[-\] Multiple Training Content Formats](#)
- [>> Text Presentation](#)
- [\[-\] Video format](#)
- [Video Presentation](#)
- [\[-\] Flash format](#)
- [Flash Presentation](#)
- [\[-\] SCORM format](#)
- [SCORM Presentation](#)

SUPPORT/HELP CENTER AND ELEAP™ KNOWLEDGE-BASE

eLeaP™ has an incredibly helpful online support center. To access support and help 24/7, go to <http://support.eleapsoftware.com>.

The screenshot shows the eLeaP Support Center homepage. At the top, the logo "eLeaP SUPPORT" is displayed on the left, and the date "30 May 2009" is on the right. Below the header, there are six main service tiles: "Register" (with a person icon), "Submit a Ticket" (with an envelope icon), "Knowledgebase" (with a question mark icon), "Troubleshooter" (with a puzzle piece icon), "News" (with a document icon), and "Downloads" (with a folder icon). Each tile includes a brief description of the service. On the right side, there is a "Login" section with fields for "Email" and "Password", a "Remember Me" checkbox, and a "Login" button. Below the login section is a "Search" box with a "Search" button and a dropdown menu set to "Entire Support Site". A "Latest News" section on the right lists several updates, such as "May 24: New eLeaP LMS Interface coming" and "June 05: eLeaP Release: New Features Added". At the bottom right, there is a "Live Support ONLINE" button with a person icon.

| Popular Troubleshooter Categories | Views |
|-----------------------------------|-------|
| Login | 1463 |

| Latest Download Files | Date Added |
|---|----------------------|
| Watch Live eLeaP Presentation | 04 Mar 2009 07:27 PM |
| Wink Tutorial & Presentation software | 10 Apr 2008 01:15 PM |
| iSpring (formerly FlashSpring) PowerPoint Converter | 08 Nov 2007 05:35 PM |
| PPT2Flash: PowerPoint Conversion Tool | 13 Apr 2007 03:08 PM |

| Latest Knowledgebase Articles | Date Added |
|--|----------------------|
| What happens if my quiz time expires? | 19 May 2009 01:09 PM |
| Quiz Question Deletion | 22 Apr 2009 02:37 PM |
| How to add additional files to lessons | 17 Apr 2009 11:32 AM |

At the Support Center, you can:

- Access our **eLeaP™ Knowledgebase**. This is a specialized library of articles and reports and powerful how-to tips on how to maximize your eLeaP learning and training system.
- **Submit-a-Ticket**: Do you have a particular question or need help with a feature in eLeaP™? Submit a ticket to our helpful staff and you will receive answers. This is an incredibly useful feature. We encourage you to make good use of it.
- Get **Live Help**: Access real-time help from our Support staff
- **Downloads**: If you need special reports, White Papers or even user guides or manuals, access our Downloads section to get this material.
- **Troubleshooter**: Step by step tour to find help for your problems
- **News**: Visit our news section to learn about latest happenings in eLeaP™ and our parent company Telania, Inc. You can also access our blog at www.eleapblog.com to learn more about the world of eLeaP™.