

# Learn Now End User Guide

## Objective

To guide users on the basic navigation of the Learn Now Adaptive Platform through Microsoft Teams.

## Logging into and Accessing Learn Now

1. Open Microsoft Teams and click on **Learn Now** from the left panel.
2. Click on **Sign in** and sign into your Passport York account using your **Username** and **Password**.

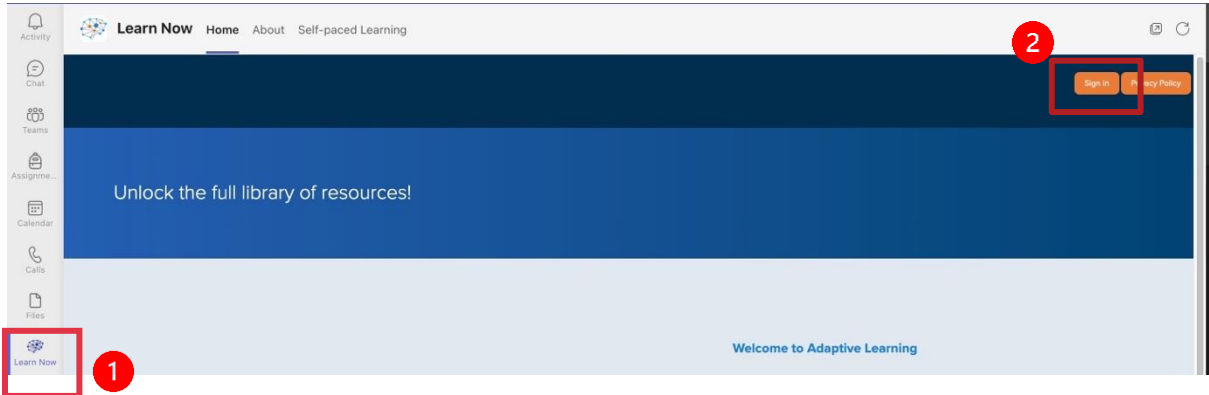


Figure 1 Learn Now > Sign in

The Learn Now Homepage will display upon successful login.

3. Select **Self-paced Learning**.

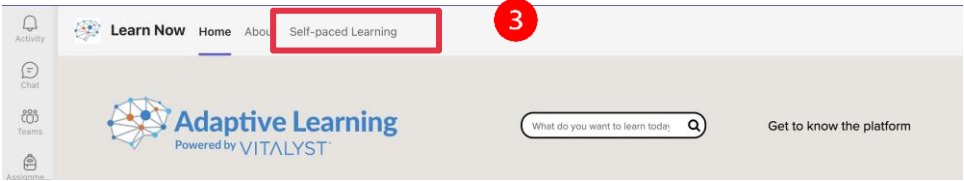
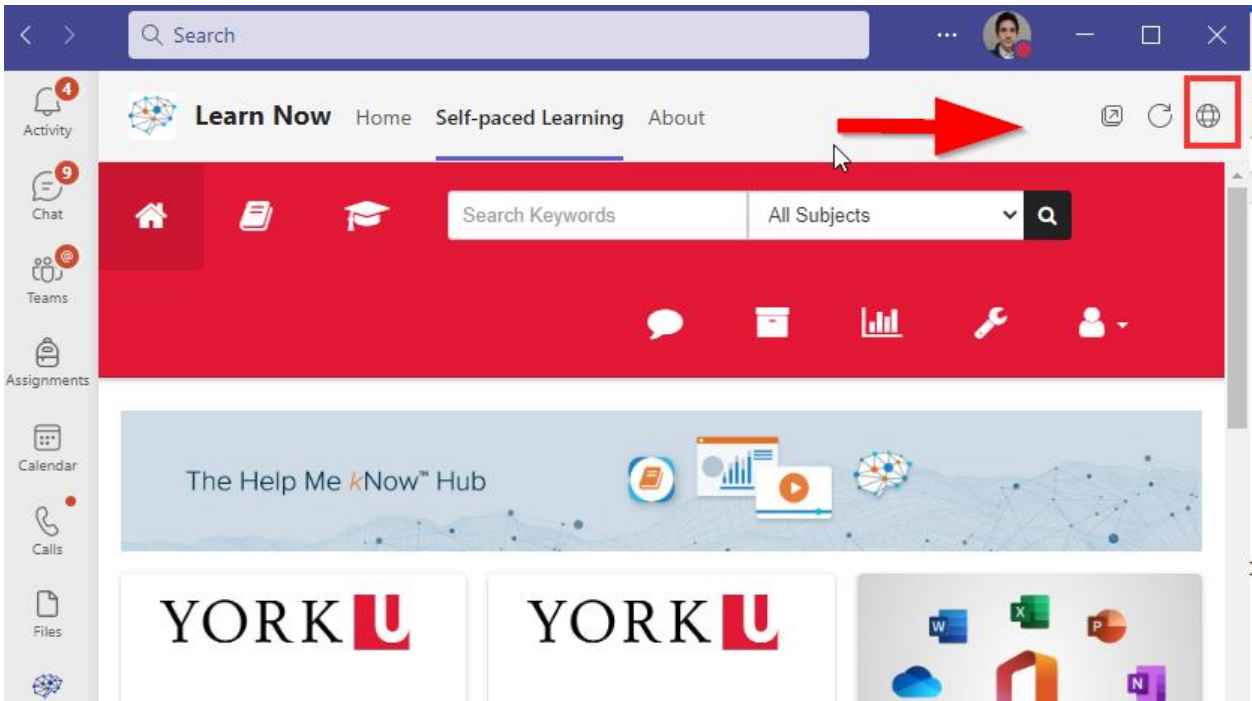


Figure 2 Learn Now Homepage > Self-paced Learning

For the best experience, you can now open Learn now in your browser by clicking on the globe icon in the top right corner of Teams:



4. Select **Constituent Relationship Management (CRM)** in the **Self-paced Learning** page.

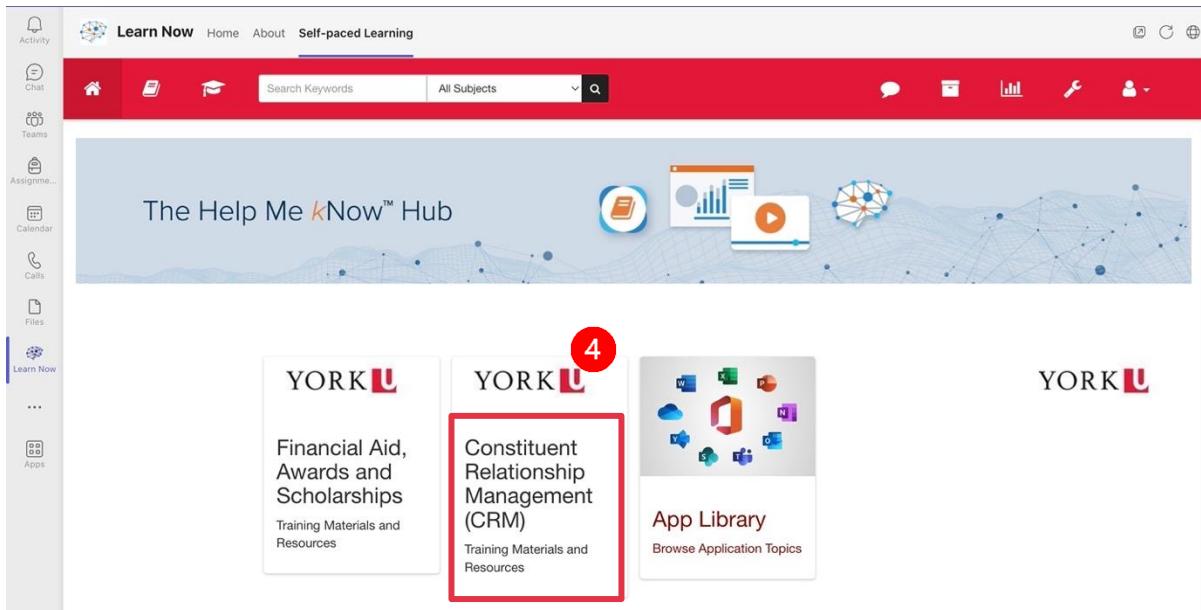


Figure 3 Self-paced Learning > Constituent Relationship Management

5. The landing page of the CRM section displays. Click on 'Prospect Student Recruitment':

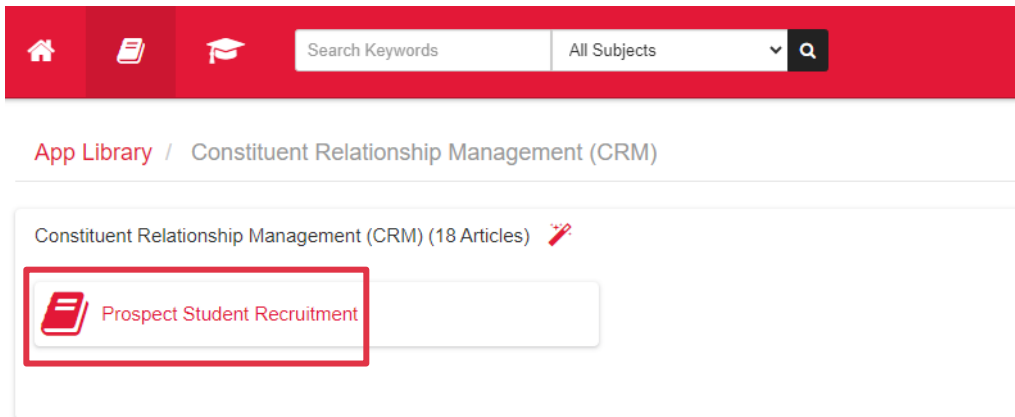


Figure 4 Categories

6. Choose one of the topics:

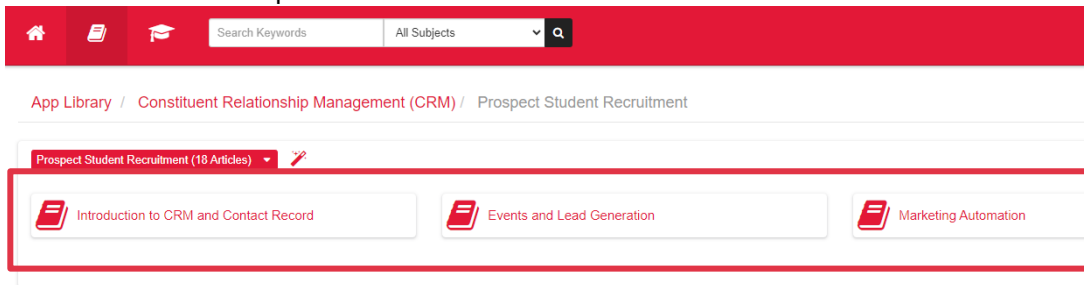


Figure 5 CRM Topics

7. In this example, the user clicks on 'Introduction to CRM and Contact Record', and they get taken to all available material:

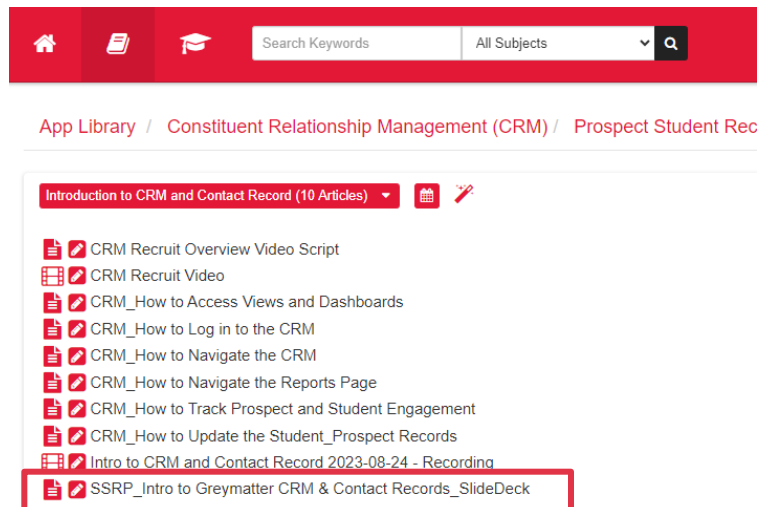


Figure 6 List of topics

8. After clicking on the article or video:  
1. Click on the link to view it.

2. If the link does not work, please right click on the link under the 'Attachments' heading in the bottom right corner:

App Library / Constituent Relationship Management (CRM) / Prospect Student Recruitment / Introduction to CRM and Contact Record

### CRM\_How to Access Views and Dashboards

Click here to view file

Optional: How would you rank this content?

Tell us what you liked or disliked about this content in the field below.

Save

**Attachments**

- CRM\_How to Access Views and Dashboards .pdf