



# Online Client Training

➔ User Guide

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## Accessing Affiliated FM's Online Client Training Center

Use one of the URLs below to access Affiliated FM's online client training:

<http://training.affiliatedfm.com> or <https://affiliatedfmtraining.skillport.com>

- ⇒ If you are visiting our Online Client Training Center for the first time, you must register using the **First-time users** link. If you are a registered user, log in using your e-mail address and password.

*Note: If this is a printed version of our user guide, type the URL in the "Address" field of your Internet browser. If you are viewing this document on your computer, click either link to access Affiliated FM's Online Client Training Center.*



**Affiliated FM**

Affiliated FM Online  
Training Center

[Test Your Browser click Here](#)  
[First-time users, click here](#)

**Registered Users**

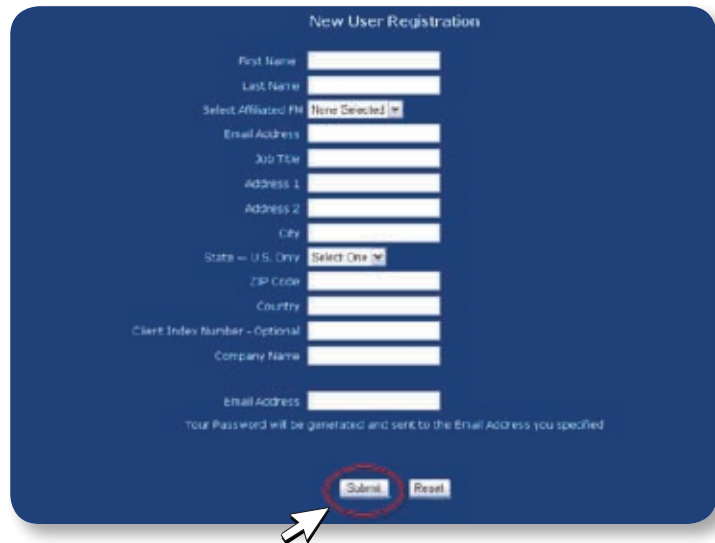
Email Address

Password

For technical support, call (1)866 754 5435 (Canada and United States) or e-mail [support@skillssoft.com](mailto:support@skillssoft.com)  
[Forgot your Password?](#)

## Self-Registration for New Users

For tracking purposes, it's important you fill out all the required fields on the self-registration form. Once you have filled out all of the fields, click **Submit**. If you do not complete all the necessary fields before clicking **Submit**, you will be prompted to complete the required fields before you can proceed. An e-mail containing your password will be sent to you within 24 business hours. If you do not receive your password within this time frame, please send an e-mail to [onlinetraining@affiliatedfm.com](mailto:onlinetraining@affiliatedfm.com).



The screenshot shows a 'New User Registration' form with the following fields: First Name, Last Name, Select Affiliated FM (with a dropdown menu showing 'None Selected'), Email Address, Job Title, Address 1, Address 2, City, State (with a dropdown menu showing 'U.S. Only' and 'Select One'), ZIP Code, Country, Client Index Number - Optional, and Company Name. There is also a separate Email Address field at the bottom. A note at the bottom states: 'Your Password will be generated and sent to the Email Address you specified'. The 'Submit' button is circled in red, and a white arrow points to it from the bottom left.

## Accessing the Courses

⇒ When you first log in, you will see all available courses listed on the training center home page. To begin a course, click **GO>** next to the desired course title.

Once you complete a course, the course may no longer show up on your home page. To take that course again, you can find it by clicking **Course Catalog** at the top of the screen or **My Report** in the Shortcuts area on the left.



The screenshot shows the 'Training Center Home Page' for Affiliated FM. At the top, it says 'Welcome Neal, Apr 21 2008, Logged In: 11:11'. There are links for 'Customize', 'Help', 'Log Out', and 'Site'. Below this is a 'SEARCH and LEARN' section with a search bar and a dropdown menu set to 'All'. The main content area is divided into 'Shortcuts' (My Plan, My Report, Live Help, Technical Specifications) and 'My Plan' (Learning Event). A list of courses is shown under 'My Plan', with a red oval around the 'GO>' buttons next to several course titles: 'Reducing the Flood Risk', 'Managing Hot Work Using FM Global's Hot Work Permit System', 'Preparing for Hurricanes', 'Managing Impairments Using FM Global's Red Tag Permit System', 'Safe Boiler Operation', and 'Inspecting Fire Protection Valves'. A white arrow points to the 'GO>' button for 'Managing Hot Work Using FM Global's Hot Work Permit System'.

## Navigating the Course

⇒ When the course opens on your computer, follow the instructions at the bottom of the screen and use the navigation buttons to proceed. Each course contains instructions on how to navigate through the course.



The screenshot shows a course introduction page for 'Managing Hot Work Using FM Global's Hot Work Permit System'. The page has a header with the FM logo and 'Course Introduction'. Below the title is a banner image with several smaller images. At the bottom, there is a navigation bar with a red oval around the navigation buttons: 'Previous', 'Next', 'Home', 'Back', and 'Forward'. A white arrow points to the 'Next' button. Above the navigation bar, there is a text box that says 'Click the Next Page button to continue.' with a downward arrow pointing to the 'Next' button.

## Printing Certificates of Completion

- 1 After completing a course, return to the home page and click **My Report** in the Shortcuts area on the left.
- 2 A list of completed courses is presented. Click the certificate (scroll-like) icon for the desired course.
- 3 When the certificate opens, click **Print** to produce a hard copy.



Training Center Home Page

SEARCH-and-LEARN™  
Search by keywords, title, or ID

Shortcuts

- My Plan
- My Report**
- Live Help
- Technical Specifications

My Plan

My Plan >>>

GO> Rec

GO> Mar  
Glo  
Sys

COMPLETED

Course Title	Course ID	Started	Completed	Current Score	Controls
Managing Hot Work Using FM Global's Hot Work Permit System	_scorm12_fm_fmghotwork	01/24/2007	03/20/2007	90	GO>

Course Completions: 1

2

Affiliated FM  
Certificate of Completion

This certifies  
**Patrick Smith**

Has successfully completed the Affiliated FM course  
**Preparing for Hurricanes - \_scorm12\_fm\_fmghurricane**

on  
**2008/04/14**

Print

3

## System Requirements

- ⇒ To determine if our courses will run properly on your computer, click the **Test Your Browser** link on the login page. A full report is sent to you by e-mail notifying you of whether your computer meets the minimum requirements.
- ⇒ If you have difficulty logging in to the training or experience any other problems, use the information located at the bottom of the login page.

Test Your Browser [Click Here](#)

First-time users, click here

Registered Users

Email Address

Password

Login Reset

For technical support, call (1)888.754.5435 (Canada and United States) or e-mail support@skilled.com

[Forgot your Password?](#)

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In the United Kingdom: FM Insurance Company Limited

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Regulated by the Financial Services Authority.

#### Technical Support

For users in Canada and the United States, send an e-mail to [support@skillsoft.com](mailto:support@skillsoft.com) or call (1)866 754 5435.

For users outside Canada and the United States, visit <http://support.skillport.com>.

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