Understanding the User Dashboard

**Objective:** This document explains the “My Dashboard” feature in Success Academy Online. It explains how the user interacts with the Announcements, My Courses/Events, Discussion Boards, Development Plans and the Calendar.

1. Log into Success Academy Online (SAO) using your Username and Password

2. Once logged in the main SAO menu will appear, select the “My Dashboard” menu item.
3. Your dashboard will appear as seen below. (Note: Depending on the franchise you have registered for, the header will reflect the franchise chosen.)

4. Your dashboard is made up of several sections or windows, they are:

   - Announcements
   - My Courses and Events
   - Discussion Boards
   - My Development Plans
   - My Calendar
5. The **Announcements** window is where announcements can be viewed that are posted either by your manager or SAO. SAO posts weekly training announcements in this section that contain images you can click on to easily register for the courses associated with the announcement.

Example: In the image below – you can click on the SPN image in the announcements section and it will take you to the register page for that session.

Links to General Education courses for each brand and any NEW training will be featured in announcements with links for easy registering.
6. The My Courses / Events window is where courses that you are registered for are located. To launch the courses, simply click on the course title and it will direct you to the launch page for the course.

<table>
<thead>
<tr>
<th>Status</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ Not Started</td>
<td>SPN - Answering Questions</td>
</tr>
<tr>
<td>○</td>
<td>SPN - Becoming a Call Center of Excellence</td>
</tr>
<tr>
<td>○</td>
<td>SPN - Fear of Success</td>
</tr>
<tr>
<td>○</td>
<td>SPN - Handling Objections</td>
</tr>
<tr>
<td>○</td>
<td>SPN - Overcoming Objections</td>
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</tbody>
</table>

There are several icons that may appear next to the courses in this window, they are:

- The Not Started icon denotes that the course has not been started.
- The In Progress icon denotes that the course has been started but not completed.
- The Completed icon appears next to courses that are completed.
- The Expired icon appears next to courses that were not completed in a specific timeframe. Courses can be assigned to you with a defined date for completion, if you do not complete it within the given timeframe the course will expire.
7. The **Discussion Board** window is where you can join various discussion boards and post questions or replies to current topics.

By selecting the “down arrow” to drop down the list box, a list of Discussion Boards will appear.

If you are interested in joining a Discussion Board, Select one from the list and that discussion board’s window will appear:

To join the discussion board, select the “add to my watch list” next to the discussion board’s title. By selecting to watch the discussion board, you will receive emails each time someone posts to the discussion board.
To post something to the discussion board, click the “Add Post” button.

A pop up window will appear that will allow you to type in your comment. Select the “Post” button to submit your comments to the discussion board.
To post a reply to a comment that was made on the discussion board, click the words “post reply” next to the comment you would like to respond to.

A reply box will appear that will allow you to type in your comment. Select the “Reply” button to reply to the post.

Note: YOU DO NOT have to join a discussion board to post replies or comments. If you post a comment or reply and you do not join the discussion board, you will not get email notification when someone replies or responds to your comment.
8. The **My Development Plan** window, is where development plans created for you by your manager are located. If and only if your manager creates a development plan for you will content appear in this area. (The window below shows that no development plans have been assigned.)

If your manager creates a development plan for you, the development plan would appear in this area as seen below by title, date the development plan is due and the development plans status.

To access the development plan, click on the Title of the development plan and the window will expand to show the courses associated with that development plan.
To launch a course in the development plan, Click the course title and the course launch page will appear. Click the “Click to Launch” button to launch the course.

Note: As noted above, you will only see a development plan in this window if your manager has created one and assigned it to you.
9. The **My Calendar** window is where you can access your personal calendar. You or your manager can add events to your calendar such as meetings and reminders.
If an item is added to your calendar, your calendar window will show View New Notifications as well as highlight the date of the event.
If you click on View New Notifications, the My Calendar window will display details about the event. You can also email the individual who setup the event by clicking on the Click “HERE” to send an email to this admin.

![My Calendar window showing a notification for a training meeting on 6/27/2014 and a button to return to Calendar.]

To return to the standard My Calendar view, click the “Return to Calendar” button.

When you return to the standard My Calendar view, you will notice that the View New Notifications has disappeared. If you need to view the details of the event again, simply click on the highlighted date of the event on the calendar.
You can also add events to your personal calendar. At the bottom of the My Calendar window is the New Calendar Item area. Enter in the required information as seen below, and click the “Add item to Calendar” to add the event to your calendar.