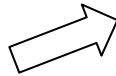




## Client Training Center



### User Guide

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### Accessing FM Global's Client Training Center

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

<http://training.fmglobal.com>

⇒ If you are visiting our 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 browser. If you are viewing this document on your computer, click either link to access FM Global's Client Training Center.*



Registered Users

Email Address

Password

>> Login

[Forgot your password?](#)

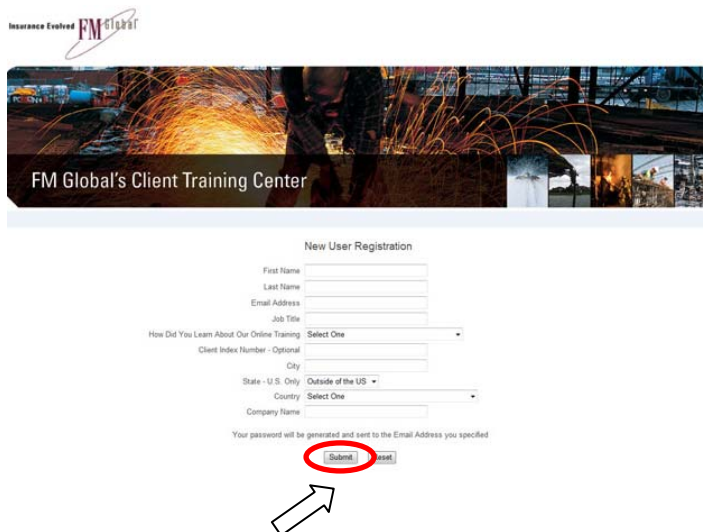
[First-time users, click here](#)



For technical support, call (1)866.754.5435 or email [support@skillssoft.com](mailto:support@skillssoft.com)  
Skillport Version 7.2.1228 Copyright 2011 by SkillSoft Corporation. All rights reserved.

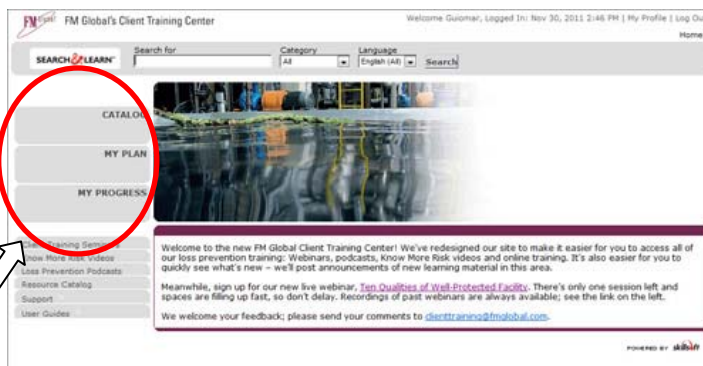
### Self-Registration for New Users

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@fmglobal.com](mailto:onlinetraining@fmglobal.com).



### Accessing the Courses

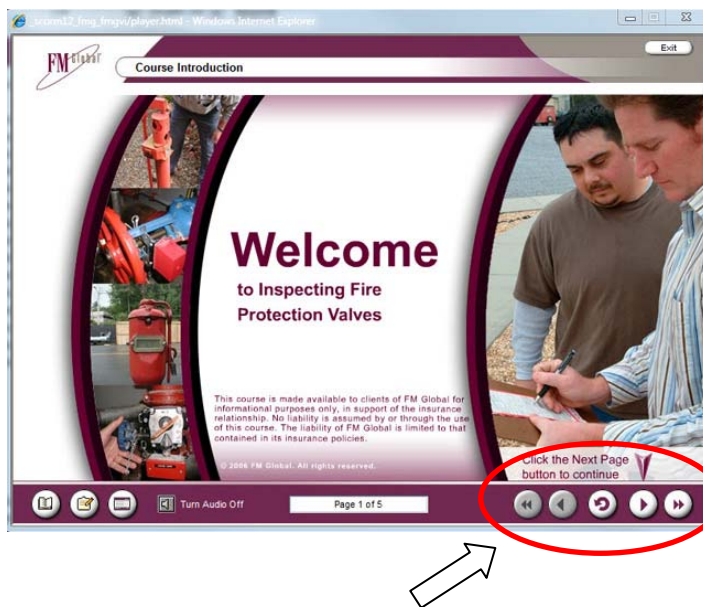
When you first log in, you will see the training center home page. The left-hand navigation options include the following: CATALOG, MY PLAN, MY PROGRESS and shortcuts to this training guide, podcasts, support and more. To find courses assigned to you, click **MY PLAN** > find your desired course title and hover over it, the launch option will become available.



Once you complete a course, the course may no longer show up on your MY PLAN. To take that course again, you can find it by clicking **CATALOG** on the left-hand navigation or **MY PROGRESS**.

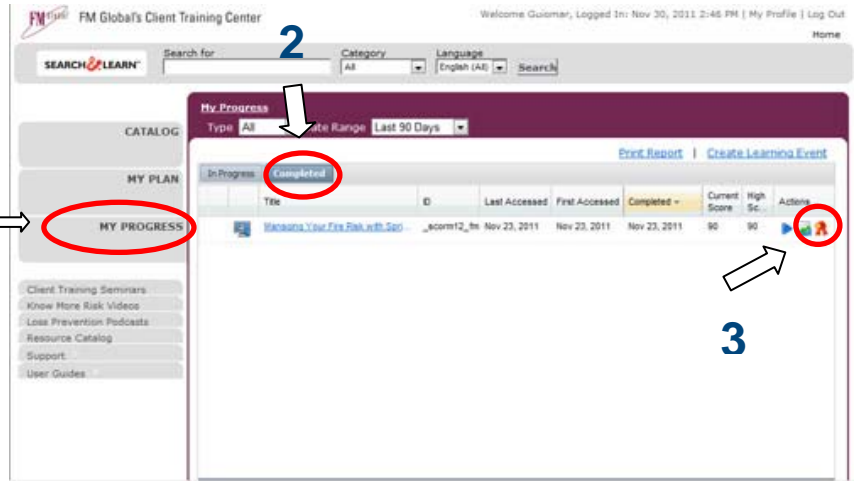
### Navigating the Course

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.



### Printing Certificates of Completion

- 1 After completing a course, return to the home page and click **MY PROGRESS** in the left-hand navigation.
- 2 You will see two tabs: In Progress, Completed in the center of the page. Click **Completed**.
- 3 A list of completed courses is presented. Click the certificate (scroll-like) icon for the desired course.
- 4 When the certificate opens, click **Print** to produce a hard copy.





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