



Administrator's Guide to the Skillsoft Academy Custom Content Publisher (ACCP)

v. 2

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Introduction

The Academy Custom Content Publisher (ACCP) is an online utility which allows users to upload and publish content to one or more SkillSoft Academy sites. The supported course types for the Academy and ACCP include:

- AICC v.2.2
- SCORM v.1.2
- SkillStudio
- Dialogue Design
- Customer-hosted AICC v2.2

Note: Currently, SkillSoft supports the use of ACCP in Internet Explorer 8 or 9 as well as Firefox on Windows XP and Windows 7. Internet Explorer 7 may have functionality deficits in the user interface. We are working to resolve these issues, but if you encounter difficulties, we recommend using IE 8 or 9 or Firefox.

Submit a New Course

To publish custom content using the ACCP, you must first submit a new course to the Preview location.

From the Customer Service Site main menu, select “Special Administrative Menu”, and then “Academy Custom Content Publisher” to begin.

Select the “Upload New Course” tab.



skillsft CS Main Menu Special Admin Reports Logout

Academy Custom Content Publisher

Version: 2.0

Upload New Course In-Process Course Uploads (Staging Server) Completed Course Uploads (Production Server)

Click on the course Status to view the course submission history

Title	Description	Course ID	Publish To	Status	Complete On Stage
<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

No records to display.

Complete the Course Information
The fields marked with a red asterisk (*) are required; the others are optional.



Upload New Course
In-Process Course Uploads (Staging Server)
Completed Course Uploads (Production Server)

New Course Information

★ Indicates a required field.

Course Title ★
255 characters max.

Course Description ★
Approx. 1000 characters max.

Course Duration Hours Minutes

Course Objectives
Approx. 1000 characters max.

Intended Audience
126 characters max.

Customer Course Version
25 characters max.

Conditions of Self-monitored Training Do not show "Conditions of Self-monitored Training" page at course launch.
If the box is checked the course player WILL NOT display a "Conditions of Self-monitored Training" page at course launch.

Tablet Compatible Check if course is compatible with tablet devices.

Phone Compatible Check if course is compatible with Phone devices.

Insert the "Course Title" and "Course Description" by typing in the fields provided.

Optional:

- If you want to specify course duration, use the drop-down menus to select the appropriate number of hours and minutes.
- You may also fill in the information for "Intended Audience", "Primary Drivers", and "Customer Course Version" in the boxes provided. These values will appear in in the course "info" on the learner's Course Menu.
- You can choose whether or not to display the "Conditions of Self-monitored Training" page when the course is launched, using the checkbox.
- If you are uploading a third-party course, you have the options to select whether or not the course is compatible with tablet and/or phone devices, using the checkboxes.



Select Academy(ies) for Final Publish

When your course is published to the Preview location, it will only appear in the Evaluation Academy for your site (typically an organization ID number ending in "001"). When the course is approved and published to Production, it will be added to the Academies you select here.

Select the Academy(ies) where the final version of the course will be published by clicking on one or more Academies in the list labeled "Academies to Publish To". You can select multiple academies by holding down the "ctrl" key on your keyboard while making your selections.

Academies to Publish To * 106000 GoTrain - Template Academy
106010 GoTrain - CENTRAL COURSE PLAYER TESTING
106016 GoTrain - Product Development
106017 GoTrain - Product Development
106019 GoTrain - Product Development
106020 GoTrain - Product Development
106021 GoTrain - Product Development
106200 GoTrain - Product Development
106300 GoTrain - GoTrain Template Academy
106400 GoTrain - OLSA Courses

Course Type * (Select course type) ▼

Cancel

Select Course Type

Use the drop-down menu to select the type of course to upload. The options are

- AICC v.2.2
- SCORM v.1.2
- SkillStudio
- Dialogue Design
- Customer-hosted AICC v.2.2



Dialogue Design should be selected for courses developed using the SkillSoft Dialogue Design authoring tool. AICC v.2.2 should be selected for AICC content to be hosted by SkillSoft. SCORM v.1.2 should be selected for SCORM content to be hosted by SkillSoft.

Please note, all SCORM content must be hosted by SkillSoft. We do not support SCORM v.2004 at this time.

Customer-hosted AICC v.2.2 should be selected for AICC content which will be hosted by the client but launched and tracked through the Academy LMS. For this content type, you will not be prompted to upload course files but must provide a URL to the course launch file.

Upload Files

(for AICC 2.2, SCORM 1.2, SkillStudio, and Dialogue Design Content)

Click the “select” button. A dialog box will then appear which you can use to browse for the appropriate .zip file to select to start the publish process.

Important: Your course content will contain many file types, but only certain file types are allowed for upload. If you have files within your course content not found in this list of supported file types those files will not be uploaded and your course may not function properly. If you believe your file type should be permitted, please contact your SkillSoft Solution Consultant or SkillSoft Support.

Supported Files Types

Allowed File Types in ACCP Courses
.7z
.as .asf .asp .asx .au .AU .avi .bak .bmp .brand .an .AN
.cab .cfg .class .crs .CRS .css .cst .CST .ct_ .ctl .ctz .cur .cit .CIT .csv .cpt
.dat .db .dbf .dcr .des .DES .doc .docx .ds_store .dt\$.dtd .dss .DSS .dsx .DSX
.eot .EOT



.fcp .flv .FLV .ful .F4V .f4v .fhs .FHS
.gif .GIF .gz
.hhc .hhk .hlp .HOLD .htm .htm~ .html .html
.i_ .i_z .icns .ico .in_ .inf .info .ini .inz .ion .ips .ipx
.jar .java .jbf .jcf .jdf .jfd .JFF .jnilib .jpeg .jpg .JPG .js .jsb .JSS .json .jss
.kwa
.less .log .lng .LNG ._lms
.m4a .m4v .manifest .mck .mdx .mno .mov .mp3 .MP3 .mp4 .MP4 .mpeg .mpg .msg .mso .mvb .mxml .map .MAP .mxp .MXP ._mobile
.nao .new .ngl .nll .nlo .nmo
.offline .ogv .OLD .ORIG .ort .ORT .out .otf .OTF .ogg .OGG ._orig
.pdb .pdf .PDF .png .ppc .pps .ppsx .ppt .pptx .ppta .PPTA .PPC .PPS .PPT .PPTX .PPSX .properties .properties_ux .psd .png .PNG .pcx
.quiz
.ra .ram .rck .rlt .rm .rpm .rtf .rv .rvb
.sav .scc .ser .ser .shs .spx .ssm .sso .svn-base .swa .swf .SWF .swz .SWZ .swd .SWD .svg .SVG .scss .SCSS .swc .SWC .sfk .SFK .srt .SRT ._story_content ._slides
.tab .thmx .tnc .tx_ .txt .txz .ttf .TTF .tpl .TPL
.UNKNOWN
.vbs .version .vtt .VTT

.wax .we .we_ .web .webm .wez .wm .wma .wmd .wmv .wmx .wmz .wsl .wvx .WAV .wav .woff .WOFF .woff2 .WOFF2

.xls .xlsx .xml .XML .xml~ .xsd .xsl .xsx .XS .xlf

.yaml

.zip X

The application will then prepare the course files to be uploaded to the web server. This may take a few minutes for larger courses. A progress bar will show you the percentage of files uploaded during the process.

The screenshot shows a web application interface for course management. On the left, there are two labels: "Course Type" and "Select Course". To the right of "Course Type" is a dropdown menu with "Dialogue Design" selected. To the right of "Select Course" is a red asterisk icon followed by the text "Select the zipped course files." Below this, there is a yellow dot icon followed by "FEA32015EN.ZIP" and a red "X" icon followed by "Cancel". In the center, a modal dialog box is open, displaying a progress bar that is almost full. Below the progress bar, the text reads "Uploaded 100.1% (1.7MB) Total 1.7MB". Below that, it says "Uploading file: FEA32015EN.ZIP" and "Elapsed time: 00:00:03s Estimated time: 00:00:03s Speed: 524.3kB/s". At the bottom of the main interface, there is a button labeled "Save Course Information".

When the process is complete, click the "Save Course Information" button. When the upload is complete, you will see the Course Upload Log Viewer screen.



Course Upload Log Viewer

Course Information

Title	Test Course A 1
Course Description	This is test course A 1
Audience	
Objective	
Primary Drivers	
Customer Version	
Course Type	Dialogue Design
Course Duration	0
Publish To	123070
Do Not Use Conditions of Self-Training	False

[Return to Custom Course Upload page](#)

Log Contents

Java free upload id reserved:

File uploaded details: Content Length: 1762793; Content Type: application/x-zip-compressed; File Name: FEA32015EN.ZIP

Process started: 11/21/2017 8:48:42 PM

Start processing CCUID: 3875, filename: FEA32015EN.ZIP, coursename: FEA32015EN

Retrieving database info:

CourseType 0=Dialogue, 1=AICC, 2=SCORM, 3=Html link, 4=Skillstudio: 0

Publish to: 1230

Checking course files for illegal names and characters.:

Course files are okay.:

Robocopy log folder: {QuarantineFolder}\1230\20171121A\Robocopy.log

Copying files from unzip area to QUARANTINE folder: From: {UnzipFolder}\1230\20171121A\FEA32015EN To: {QuarantineFolder}\1230\20171121A\FEA32015EN

Course waiting to be published to Stage for testing.:

Process ended: Process completed normally 11/21/2017 8:48:44 PM

The course file has been successfully uploaded.

[Refresh](#)

Note: It may be necessary to copy and paste the Log Contents information into an email if you contact SkillSoft Support with ACCP issues.

Provide Launch URL (for Customer-hosted AICC 2.2)

For customer-hosted AICC courses, you will be prompted to provide a launch URL for the course, and you will not be given an upload files option.

Enter the full URL to the course launch file in the text box provided and click "Save Course Information".



This should be a full URL, including "http://" or "https://", to the launch file for the course. A sample URL might appear as follows:

http://mydomain.com/mycourses/Course_Title/launch.html

Important: There can be no spaces in the course path.

The screenshot shows the 'Academy Custom Content Publisher' interface. At the top, there is a navigation bar with 'skillsft' logo and links for 'CS Main Menu', 'Special Admin', 'Reports', and 'Logout'. Below the navigation bar, the title 'Academy Custom Content Publisher' is displayed, along with a version number 'Version 2.0' and a 'Refresh Page' button. The interface is divided into three tabs: 'Upload New Course', 'In-Process Course Uploads (Staging Server)', and 'Completed Course Uploads (Production Server)'. The 'In-Process Course Uploads (Staging Server)' tab is active, showing a table of course uploads. The table has columns for Title, Description, Course ID, Publish To, Status, Complete On Stage, Last Modified, Date Created, and Action. The table contains five rows of course data, all with a status of 'Ready for testing'. Below the table, there is a section for 'Skillsoft Employees Only' with links to view uploads by organization ID and to transfer uploads from one user ID to another.

Title	Description	Course ID	Publish To	Status	Complete On Stage	Last Modified	Date Created	Action
Test Course A 1	This is test course A 1	1181230	123070	Ready for testing	No	2017-11-21 20:51:35	2017-11-21 20:48:36	(select action) ▾
Unlawful Harassment	This course will fami	1171230	123070	Ready for testing	No	2017-11-20 22:31:48	2017-11-20 22:27:30	(select action) ▾
Heat Stress Awareness	This course will fami	1151230	123070	Ready for testing	No	2017-11-20 22:16:38	2017-11-20 22:13:05	(select action) ▾
New Hire Policy and Procedure Certification	This course will fami	1161230	123070	Ready for testing	No	2017-11-20 22:16:38	2017-11-20 22:16:22	(select action) ▾
Fire Extinguisher Awareness	This course will fami	1141230	123070	Ready for testing	No	2017-11-20 21:51:36	2017-11-20 21:47:21	(select action) ▾

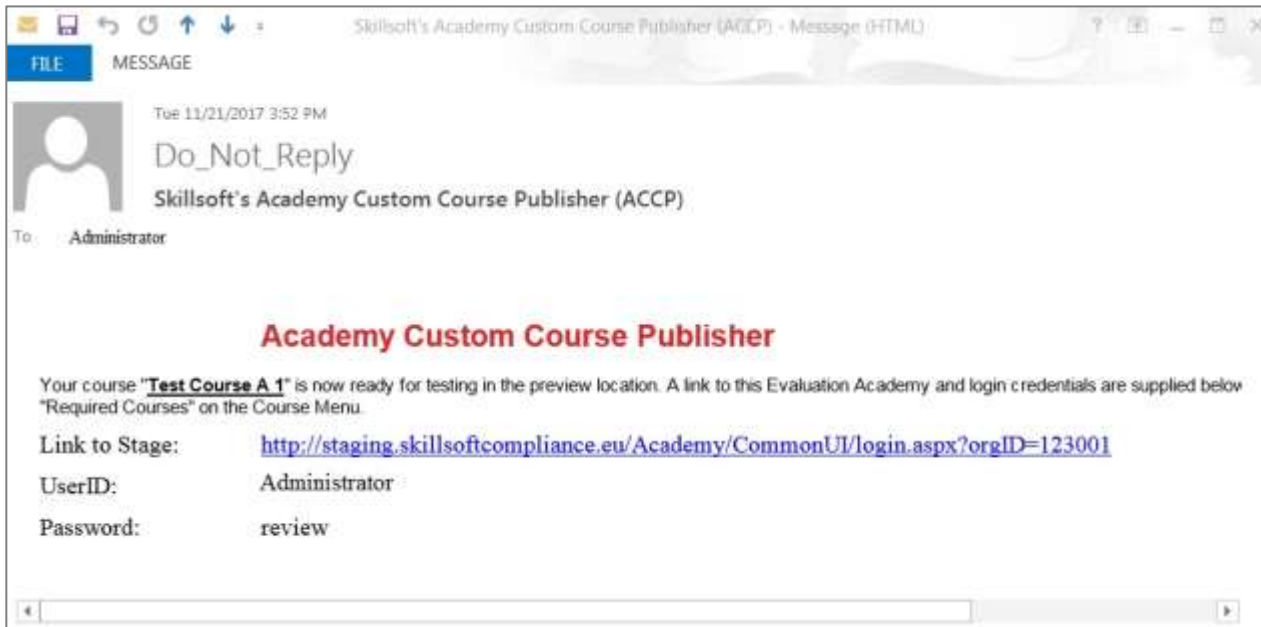
The course is now ready for review on the staging server. The course **must** be reviewed before moving to production.

Preview the Course

You will receive an email notification when your course has been successfully published to the Preview Location. If you do not receive notification that the course has been successfully published, check the "Status" of your course in "In-process Course Uploads".

Example email notification:





Click the link to the preview location and log in with the credentials provided. This is the Preview location. Click on the Learning Plan link, then find your course and click the "Launch" arrow to view it. Click the info ("i") button to view course information.



Title	Info	Launch	Date Due
Fire Extinguisher Awareness	i	▶	2017-DEC-05
Fire Extinguisher Awareness	i	▶	2017-DEC-05
Heat Stress Awareness	i	▶	2017-DEC-05
New Hire Policy and Procedure Certification	i	▶	2017-DEC-05
Test Course A 1	i	▶	2017-DEC-06
Unlawful Harassment	i	▶ Launch	2017-DEC-05

Resubmit a Course

After reviewing the course at the Preview location, you may choose to resubmit the course. Resubmitting a course means replacing the course content and/or updating the course information (Title, Description, etc.). There are two options when resubmitting a course:

1. Resubmit course information without uploading course files
2. Resubmit course information and upload new course files

To resubmit a course to the Preview location, select "Replace/Edit" from the "Action" menu for the course under **"In-Process Course Uploads."**



Upload New Course		In-Process Course Uploads (Staging Server)			Completed Course Uploads (Production Server)			
Title	Description	Course ID	Publish To	Status	Complete On Stage	Last Modified	Date Created	Action
Fire Extinguisher Awareness 0118	Fire Extinguisher Awa...	3121252	125273	Ready for testing	No	2018-01-17 10:40:23	2018-01-17 10:35:27	(select action)
		0		Upload ID Reserved	No	2017-12-13 11:55:11	2017-12-13 11:55:11	(select action) Replace/Edit View Debug Info Remove from ACCP

You may then modify the course title, description, intended audience, etc. You must select how you want changes to be saved:

Select how to save your changes.

- Save changes without uploading files
- Save changes AND upload files

If “Save changes without uploading files” is selected, only the modified course information will be saved and immediately visible in the course “info” on the Preview location.

If “Save changes AND upload files is selected”, the course information will be saved and immediately visible in the course “info” on the Preview location, and you will be presented with the file upload option to submit new course files to the Preview location. Select the course type, then browse to the appropriate file for upload. This is the same process described in “[Upload Files](#)” in the “Submit a New Course” section of this document.

Important: For *Customer-hosted AICC* courses, to change the course path, you should select “Save changes AND upload files” to receive the course upload prompt. When you select “Customer-hosted AICC” as the course type for upload, you will be presented with the course URL field to enter the new path for the launch file.

After the course has been resubmitted, the Status will appear as “Resubmitted” in the “**In-Process Course Uploads**” tab. To monitor the progress of your submission, simply refresh this screen. You may also view the current status and submission history by clicking the “status” link for the course. The “status” link will take you to the “**Course Upload History**”.



[Back](#) Click this button to return to the previous page.

Course Upload History

Date	Status	Title	Description	Duration	Version	Publish To	Audience	Action By
2017-11-21 20:48:36	Upload ID Reserved			0:0				amcghee
2017-11-21 20:48:37	Course Uploaded	Test Course A 1	This is test course A 1	0:0		123070		amcghee
2017-11-21 20:48:38	Submitted	Test Course A 1	This is test course A 1	0:0		123070		amcghee
2017-11-21 20:51:33	Virus scan passed	Test Course A 1	This is test course A 1	0:0		123070		SYSTEM
2017-11-21 20:51:34	Files copied to STAGE content server	Test Course A 1	This is test course A 1	0:0		123070		SYSTEM
2017-11-21 20:51:35	Course added to STAGE database	Test Course A 1	This is test course A 1	0:0		123070		SYSTEM
2017-11-21 20:51:35	Course added to STAGE database	Test Course A 1	This is test course A 1	0:0		123070		SYSTEM
2017-11-21 20:51:35	Organization allowed access to course	Test Course A 1	This is test course A 1	0:0		123070		SYSTEM
2017-11-21 20:51:35	Submitter account confirmed or created	Test Course A 1	This is test course A 1	0:0		123070		SYSTEM
2017-11-21 20:51:35	Ready for testing	Test Course A 1	This is test course A 1	0:0		123070		SYSTEM

You will receive a new email notification when the resubmitted course is available for review on the Preview location. You will not see the course listed in your Course Menu a second time. The content and course information has simply been replaced by the newly submitted information and content. Click the “Run” arrow to preview the new content. Click the course info (i) button to view the course information.

Publish a Course to Your “Live” Production Academy

If the course appears as expected on the Preview location and you generate a completion on stage, the “Status” on the In-Process Course Uploads tab will appear as “course approved, waiting to copy to production.” You may now publish the course to your “live” or Production Academy by clicking on that status.



Upload New Course		In-Process Course Uploads (Staging Server)		Completed Course Uploads (Production Server)					Refresh Page
Title	Description	Course ID	Publish To	Status	Complete On Stage	Last Modified	Date Created	Action	
Test Course A 1	This is test course A 1	1021252	125273	Ready for testing	Yes	2017-12-13 12:00:07	2017-12-13 11:58:17	(select action)	
		0		Upload ID Backedup	No	2017-12-13 11:55:11	2017-12-13 11:55:11	(select action) Replace/Edit View Debug Info Publish To Production Remove from ACCP	

Upload New Course		In-Process Course Uploads (Staging Server)		Completed Course Uploads (Production Server)					Refresh Page
Title	Description	Course ID	Publish To	Status	Complete On Stage	Last Modified	Date Created	Action	
Test Course A 1	This is test course A 1	1181230	123070	Course approved, waiting to copy to production	No	2017-12-13 16:17:29	2017-11-21 20:48:36	(select action)	

Note: The copy to the production servers may take a few minutes, depending on the number and size of files for the course.

Important: If the course was previously assigned and available to learners, the new course content will replace the previous content and will be available to the learners *immediately* after the course copy to Production is complete.

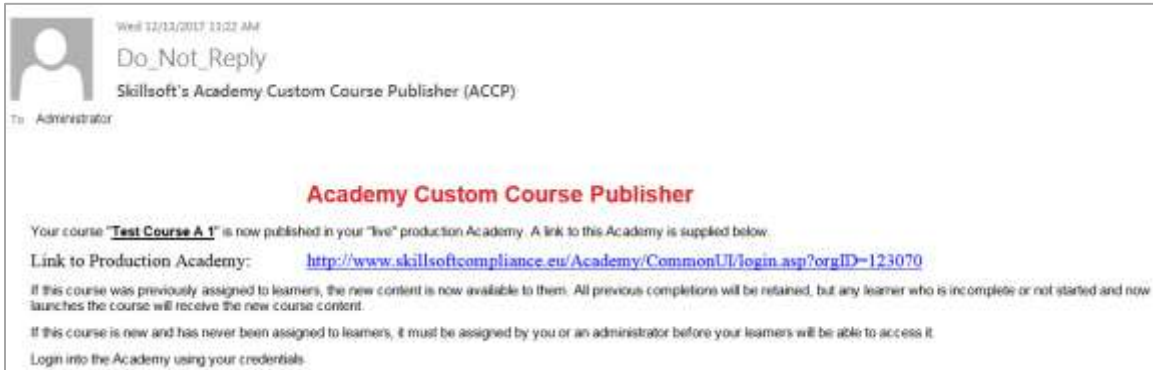
When the course is available on the production servers, the course title will be displayed under the tab **“Completed Course Uploads (Production Server)”** in the ACCP, and will no longer appear under **“In-Process Course Uploads (Staging Server)”**.

Upload New Course		In-Process Course Uploads (Staging Server)		Completed Course Uploads (Production Server)					Refresh Page
Title	Description	Course ID	Publish To	Status	Complete On Stage	Last Modified	Date Created	Action	
Test Course A 1	This is test course A 1	1181230	123070	Published to Production		2017-12-13 16:21:41	2017-11-21 20:48:36	(select action)	



View Course on Production Server

You should receive an email indicating the course has been published to your Academy on the “live” production server. This message does not provide login credentials, and the course **has not** been automatically assigned to any user.



The course will be available in the Course Catalog of the academy(ies) that were selected when the course was submitted through the ACCP. You must then assign this course to individuals or Training Groups within the Academy, if it has not been previously published and assigned.



Skillssoft Compliance Solutions

Admin Home | Users | Demographic Groups | **Content** | Reports | Setup

Library

Library
To print this page, click "HERE"

- To add a course to the "Other" courses log, click "Add Course to Library".
- Select a course and click "Course Info" to view course information.
- Select a course and click "Edit" to make changes to the course information.

For an explanation of these features, click the HELP button.

Filter Course Titles:
test

Non-WBT Courses

Course Number	Course Title	Version	Delivery Method	Course ID	Creation Date

WBT Courses

Skillssoft Course Number	Course Title	Delivery Method	Course ID	Creation Date
_pc_bi_shb028	Hearing Conservation Impact: Monitoring, Testing, and Training	WBT	77100733	2016-APR-06
	Question Test For Response Tracking v2	WBT	335123	2015-JAN-29
FEA32015EN	Test Course A 1	WBT	3021252	2017-DEC-13

Replace a Course

To replace a course that has already been approved and promoted to the Production server, Select "Replace/Edit" in the course's "Action" menu, under the "**Completed Course Uploads (Production Server)**" tab. Be sure to use a unique file name for every zip file/course.

NOTE: If a course is republished to production, it **immediately replaces** the previous version on production.

Upload New Course | In-Process Course Uploads (Staging Server) | **Completed Course Uploads (Production Server)**

Click on the course Status to view the course submission history.

Title	Description	Course ID	Publish To	Status	Last Modified	Date Created	Action
Test Course A 1	This is test course A 1	3021252	125273	Published to Production	2017-12-13 12:30:10	2017-12-13 11:58:17	(select action) (select action) Replace/Edit View Debug Info



Trouble-shooting

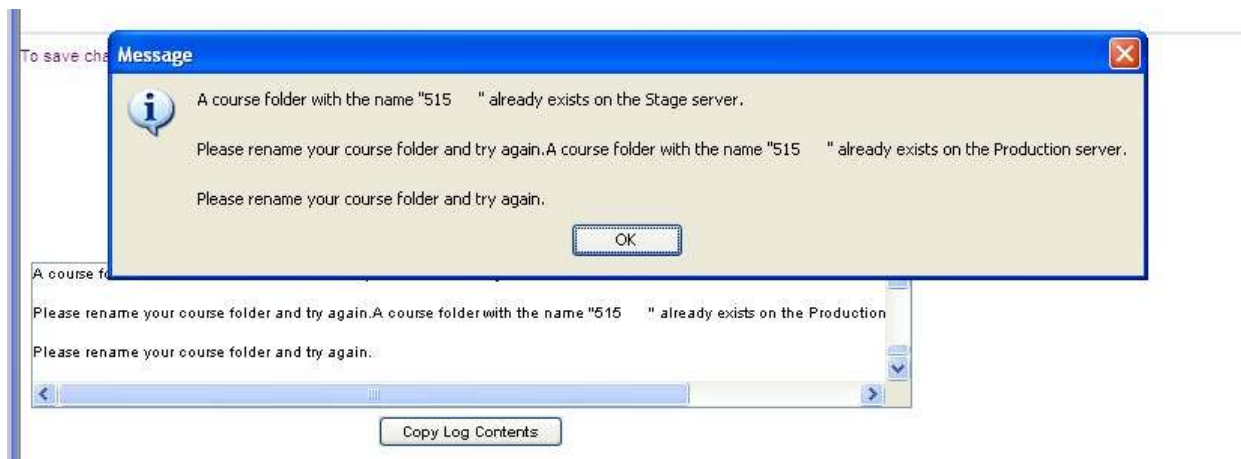
Duplicate Course Title (SkillStudio or Dialogue Design)

When submitting a new course, the title must be unique from all other courses previously published in any of your client Academies or Training Centers. For example, if submitting a new course "Course 1", and a previous course has been published successfully to your Academy called "Course 1", you will be required to rename your current course.

If you are trying to replace the previously published "Course 1", you need to use the "Replace" option described in this user guide.

This rule is also enforced when replacing or resubmitting a course previously published. If you want to replace or resubmit "Course 1", and during the submission process you choose to re-title this course as "Course 1-A", if another course titled "Course 1-A" already exists in any of your client Academies or Training Centers, you will not be allowed to proceed with this title.

Duplicate Course Folder



When submitting a new course, the course directory or path must be unique from all other courses previously published in any of your client Academies or Training Centers.

Example:

I am submitting a new course titled “A Course for the New Year” located in this directory:

D:/My Courses/**Course_1/**

A course called “My First Course” had been previously published successfully and resides in the “Course_1” directory on your Academy server at:

[http://skillsftcompliance.com/academy/MyCompany/**Course_1**/player.html](http://skillsftcompliance.com/academy/MyCompany/Course_1/player.html)

The new course path for “A Course for the New Year” must be renamed, or it will overwrite the previously published “My First Course” when the files are copied to your Academy servers

This same rule applies when replacing or resubmitting a previously published course. If the course path remains the same as the previous submission or publish, no error will occur. However, if the course path is renamed at the time of resubmission or replacement, and that path matches the path of another successfully published course, you will receive the duplicate course folder error.

If the Session ID has been modified since the previous publish and upload through the ACCP, you will receive the following error when trying to launch and view the course in the SkillSoft Academy:



In the example above, the course was originally published with the course ID “zmax_01_a08_lcc_enus”. During the replacement process, it was published with “zmax_01_a09_lcc_enus”. To correct this error, simply republish the course out from SkillStudio with the correct ID, and then resubmit it through the ACCP. (In the case of a Dialogue Design course with a changed course identifier, this error message would be similar. To correct the error, republish the course out of Dialogue Design with the correct ID, and resubmit through ACCP.)

Error on AICC or SCORM Course Launch

If you have replaced one course type with another, bookmark information retained in the Academy Learning Management System (LMS) may cause an error when it is passed to the new course. For example, if you “Replaced” a course previously published to Production in AICC format with a new SCORM version, you may receive an error when trying to launch the new course due to the AICC bookmark information being stored in the Academy Learning Management System. The new SCORM course does not know how to interpret this bookmark data correctly.

If you encounter this issue, please contact Academy Custom Content Support; the old course bookmark information will have to be cleared for all users in an “In progress” or “started” state. This means users will be required to start the new version of the course from the beginning.

Course Content Error

If content or files appear to be missing from your published course, confirm that all file types submitted for the course are the correct file types. See the Upload Files section of this guide. If the file type or file extension does not appear in this list, the course file will not be copied to SkillSoft servers. If you think a file type should be supported, please contact your SkillSoft Solution Consultant or SkillSoft Support.

Supported File Types

Allowed File Types in ACCP Courses

.7z

.as .asf .asp .asx .au .AU .avi .bak .bmp .brand .an .AN



.cab .cfg .class .crs .CRS .css .cst .CST .ct_ .ctl .ctz .cur .cit .CIT .csv .cpt
.dat .db .dbf .dcr .des .DES .doc .docx .ds_store .dt\$.dtd .dss .DSS .dsx .DSX
.eot .EOT
.fcp .flv .FLV .ful .F4V .f4v .fhs .FHS
.gif .GIF .gz
.hhc .hhk .hlp .HOLD .htm .htm~ .html .html
.i_ .i_z .icns .ico .in_ .inf .info .ini .inz .ion .ips .ipx
.jar .java .jbf .jcf .jdf .jfd .JFF .jnilib .jpeg .jpg .JPG .js .jsb .JSS .json .jss
.kwa
.less .log .lng .LNG ._lms
.m4a .m4v .manifest .mck .mdx .mno .mov .mp3 .MP3 .mp4 .MP4 .mpeg .mpg .msg .mso .mvb .mxml .map .MAP .mxp .MXP ._mobile
.nao .new .ngl .nll .nlo .nmo
.offline .ogv .OLD .ORIG .ort .ORT .out .otf .OTF .ogg .OGG ._orig
.pdb .pdf .PDF .png .ppc .pps .ppsx .ppt .pptx .ppta .PPTA .PPC .PPS .PPT .PPTX .PPSX .properties .properties_ux .psd .png .PNG .pcx
.quiz
.ra .ram .rck .rlt .rm .rpm .rtf .rv .rvb
.sav .scc .ser .ser .shs .spx .ssm .sso .svn-base .swa .swf .SWF .swz .SWZ .swd .SWD .svg .SVG .scss .SCSS .swc .SWC .sfk .SFK .srt .SRT ._story_content ._slides



.tab .thmx .tnc .tx_ .txt .txz .ttf .TTF .tpl .TPL
.UNKNOWN
.vbs .version .vtt .VTT
.wax .we .we_ .web .webm .wez .wm .wma .wmd .wmv .wmx .wmz .wsl .wvx .WAV .wav .woff .WOFF .woff2 .WOFF2
.xls .xlsx .xml .XML .xml~ .xsd .xsl .jsx .XS .xif
.yaml
.zip X

New or Modified Content Not Displaying

After resubmitting or replacing a course to the Preview location or Production, if you do not see the new or modified content displaying in your course, please clear your browser cache and try the course again.

For information on how to clear browser cache, you may view information here <http://www.wikihow.com/Clear-Your-Browser's-Cache>.

ACCP Log Information

If you continue to experience issues publishing or viewing your course, you may need to contact SkillSoft Support. When contact SkillSoft Support, you will be asked to provide log information for the ACCP

To copy the ACCP log information, simply click the “Copy Log Contents” button on the ACCP screen. This copies the entire listing in the log window (You do not need to “select” all of the text in the window). Then, “paste” these results into an email, notepad, or Word document to email to SkillSoft Support.



Contact Skillsoft Advanced Product Customer Support

The best way to get information about ACCP is to contact Skillsoft Advanced Product Customer Support at:

<https://support.skillsoft.com/advancedproducts/>

You may also choose to contact your Academy Solution Consultant, or you may contact SkillSoft Support at Compliance Chat:

<https://skillsoftscustomercommunit.force.com/customer/LiveAgentPortalAcademySupport?chatButtonId=5730c0000000TV7>.

The above URL will take you to the Compliance chat page. Click "Chat Now." Enter the required information (name, company, email, brief summary), then click "Request Chat."



The image shows a screenshot of the Skillsoft Customer Support form. At the top, there is a dark header with the Skillsoft logo and the text "Support Community". Below the header, the text "Welcome to Skillsoft Customer Support" is displayed. The form itself is a white box with a light gray border. It contains several input fields: "First Name", "Last Name", "Company", "Email Address", "Phone", "Site URL", and "Username". Below these fields is a larger text area for a question summary, with a character count "Please limit your question to 250 characters (remaining: 250)". At the bottom of the form, there is a "Request Chat" button and a link for "Privacy and Cookie Policy".

You may also use:

- <http://support.skillsoft.com>
- 1-888-826-7696

