Mobile App User Guide

TalentSpring®

Powered by knowledge. Driven by talent.

LIBRARY

COURSES

QUIZZES

POLLS & SURVEYS

CALENDAR

TO-DO LIST

Revision History

| Date	Version	Description	Author
6/3/2019	1.0	First draft	E. Copp
7/24/2019	1.1	Comments	M. Pulliam
9/5/2019	1.2	Edits/QA	G. Wright
9/5/2019	1.3	Edits/review	J. Quinto
9/6/2019	2.0	Final approval	M. Pulliam
12/19/19	2.1	Added note on page 25 regarding polls and page 15 regarding filters	J. Quinto
12/19/19	2.2	Peer review	E. Copp
1/18/2021	2.3	Updated screens recent updates and replaced TM with R	E. Copp
1/22/2021	2.4	Peer Review and accepted changes.	J. Quinto
2/1/2021	2.5	Updated peer review changes	E. Copp

TalentSpring® Mobile App User Guide

TalentSpring® Mobile App User Guide

Welcome

The TalentSpring® app is a convenient tool that provides a refreshing way to expand your knowledge and set you up for success. Using the app is easy and fun to use. This user guide will walk you through how to use the many features you can access wherever you are, such as:

- A **Library (knowledge base)** with resources, such as on-the-job tools, reference materials, and so much more.
- **Courses** assigned by your organization that contain trainer support and community boards.
- **Quizzes, Polls, and Surveys** to test your knowledge and share insight.
- A **Calendar** and T**o-do list** to manage events.
- Opportunities to earn **Badges** and advance in the **Leaderboard**.
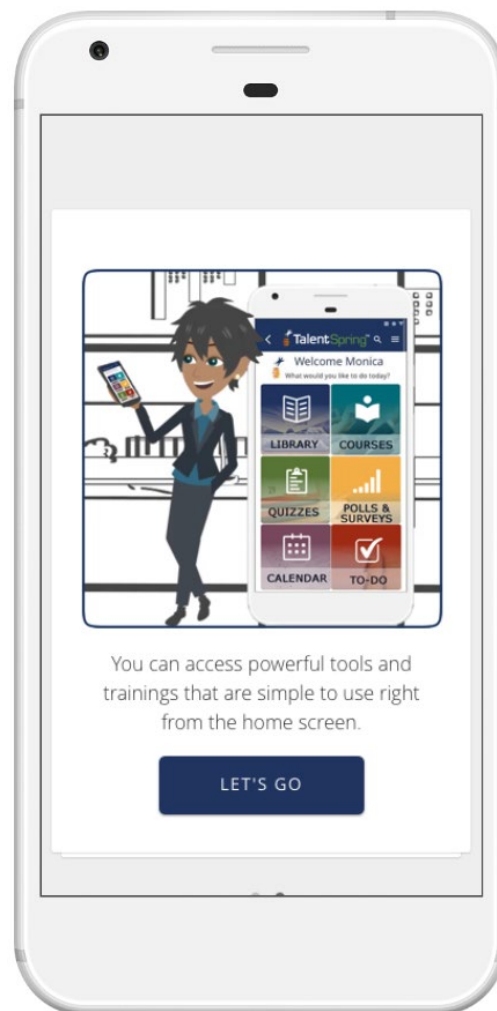
Getting Started

TalentSpring is available for both the Android and IOS operating systems. Follow the instructions below to download and install the app to any mobile device.
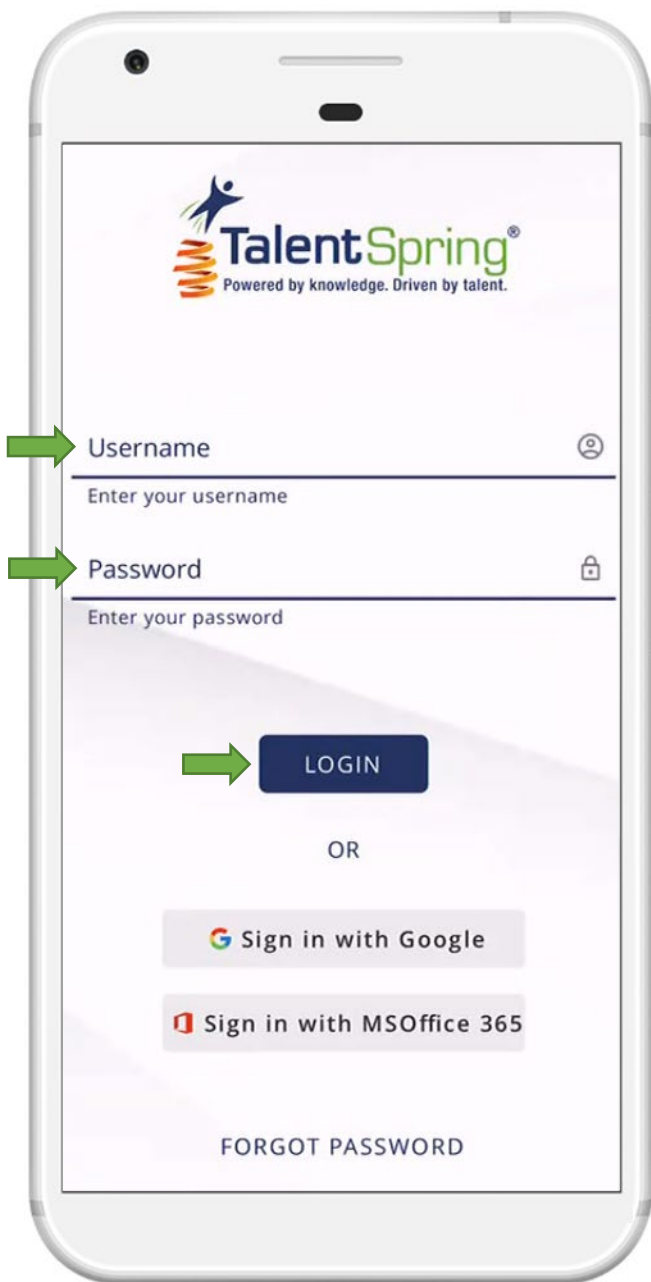

1. Open the Google Play or the App Store and search for TalentSpring.
2. Download and install the TalentSpring app on your mobile device.
3. Open the TalentSpring mobile app.

     You are ready to go!

Signing In

Your organization's administrator will email you a temporary password.

1. To sign in, type your email and temporary password.
2. Click **LOGIN**.

Then, you can use your **Google or Microsoft Office 365 (MSOffice 365)** credentials for single sign on.

Note: The password given by your Administrator must first be used prior to using single sign on.
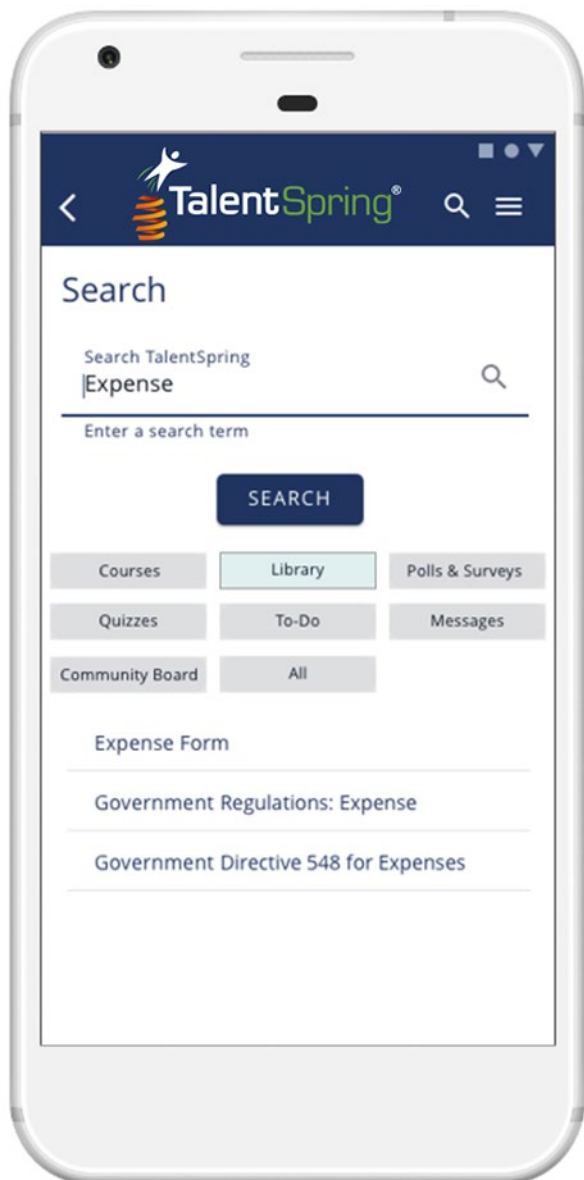
If you ever forget your password, don't worry! You can reset by clicking **FORGOT PASSWORD** and a new temporary password will be sent to your email.

App Overview

Main Menu

Library – Access company resources that you can view and download for easy reference.

Quizzes – Test your knowledge of organizational or course-related materials.

Calendar – Plan ahead! Track your highlighted events and deadlines.

Welcome Monica
What would you like to do today?

LIBRARY

COURSES

QUIZZES

POLLS & SURVEYS

CALENDAR

TO-DO LIST

Courses – Access and complete courses that your administrator has assigned.

Polls & Surveys – Provide feedback to questions presented by trainers and/or administrators.

To-Do List – See your assignments and create tasks of your own.
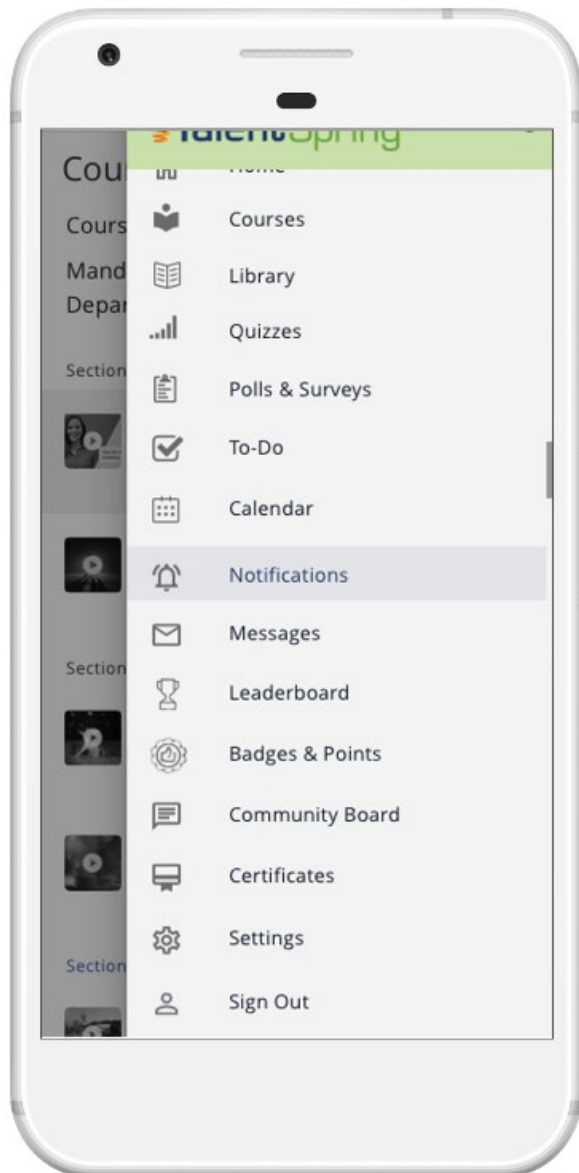
App Overview

Search

The search icon at the top of the app allows you to find any item you are looking for. The default search will provide all results, but you can also filter your search by the following topics:

- **Courses**
- **Library**
- **Polls & Surveys**
- **Quizzes**
- **To-Do**
- **Messages**
- **Community Board**

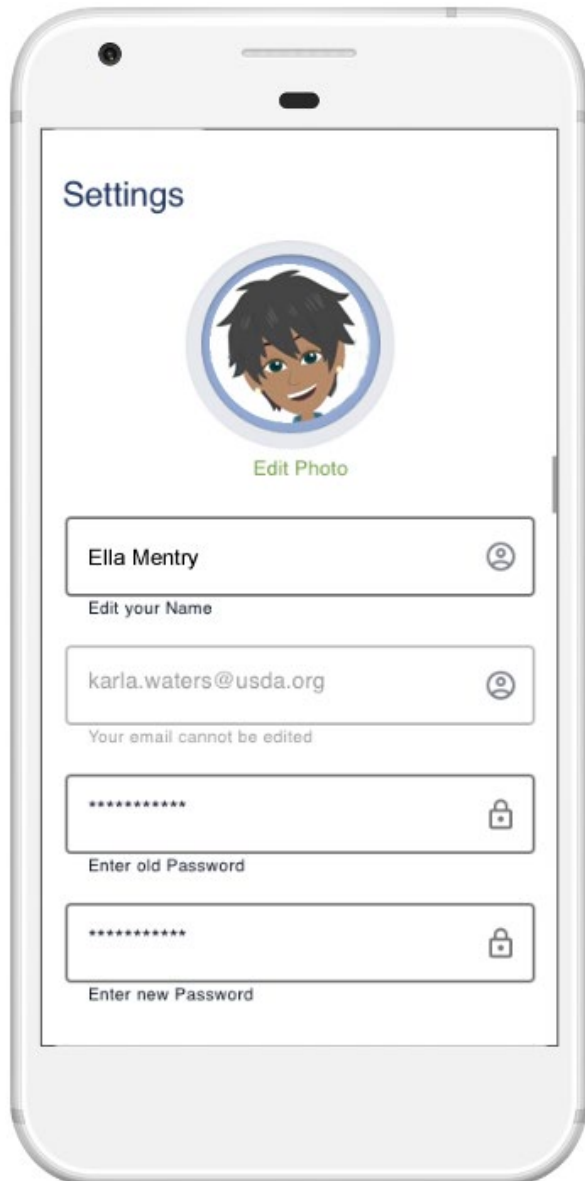TalentSpring® Mobile App User Guide

App Overview

Navigation

The navigation menu allows you quick access to the main menu items as well as:

- **Notifications**
- **Messages**
- **Leaderboard**
- **Badges & Points**
- **Community Board**
- **Certificates**
- **Settings**

Here, you can also **Sign Out** of the app. Keep in mind that you will remain logged in until you sign out, even if you close the app.

Settings

Photo

Here you can personalize your Settings by taking a photo, uploading an existing photo, or selecting an avatar or icon that represents you.

Name

You can use your name or enter a commonly used nickname.

Email

The email used for your account is set by your administrator. This field cannot be edited. If you need to edit your email, please contact your administrator.

Password

Change your password as soon as you establish your account for the first time. Your password **must** be 10 characters long.

TalentSpring® Mobile App User Guide

Settings
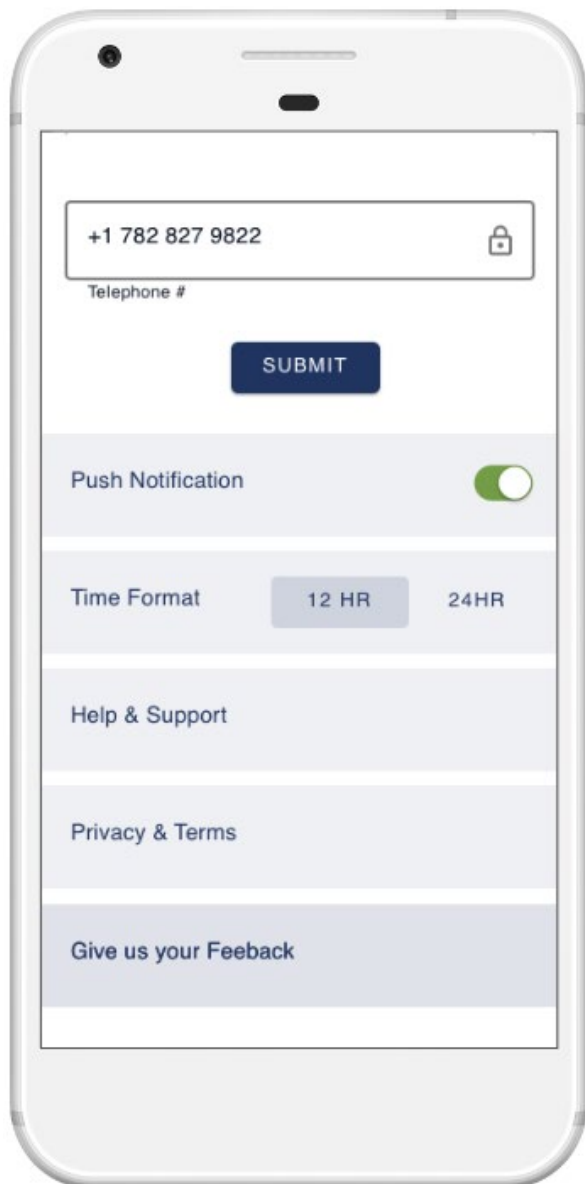
Telephone

This number is used for Short Message Service also known as SMS text notifications when **Push Notifications** are turned on. Be sure to include your country code. When you have edited your information, click **SUBMIT**.

Push Notifications

When **Push Notification** is turned on, all notifications sent by your Trainer or Administrator will appear in the main navigation menu under **Notifications**.

Note: Trainers and administrators may also elect to send notifications to your email or via SMS Text Messaging. Email and SMS Text Messaging notifications cannot be managed from the app.

Time Format

You can set your time or clock preference to standard or military format.

TalentSpring® Mobile App User Guide

Settings

The last options in setting include the following:
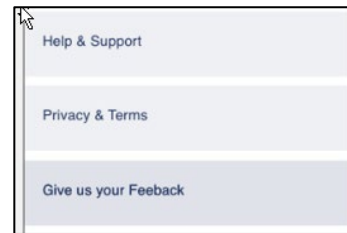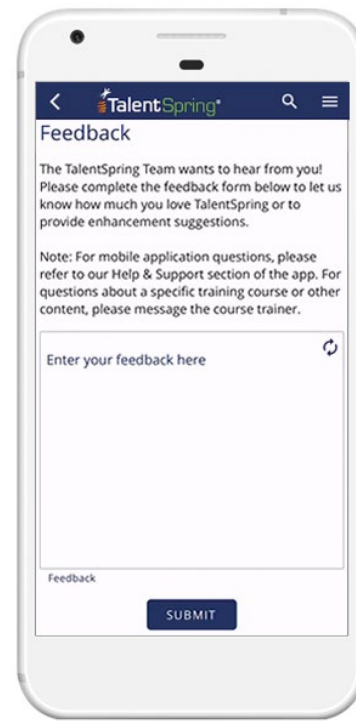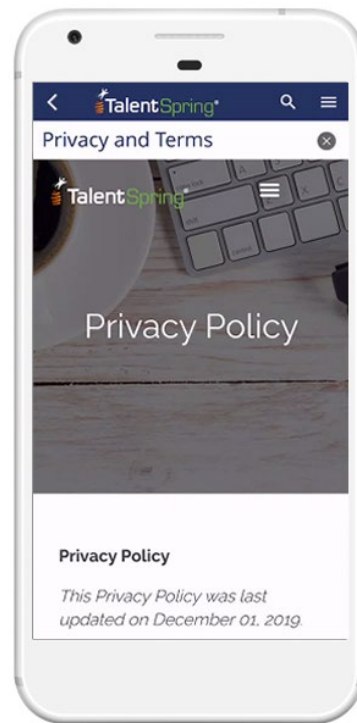
Help & Support

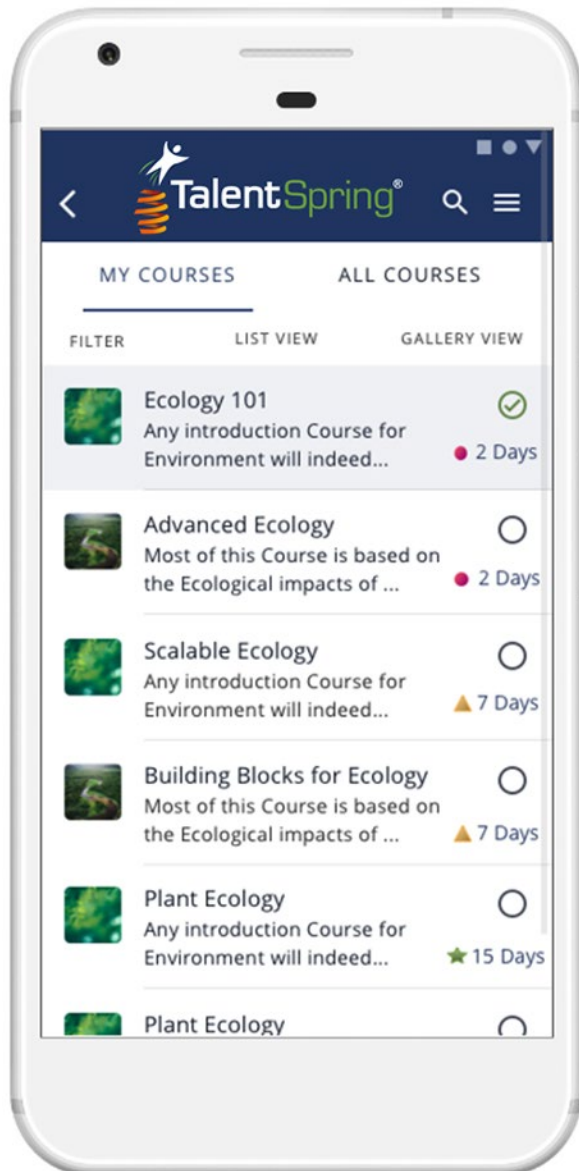This area provides links to the User Guide and FAQs.

Privacy & Terms

This area provides a link to the Policies and procedures regarding personal information collection, use, and storage.

Give us your Feedback

Is there something you like about the app or something you would like to see added or changed? Give us your Feedback provides that opportunity!
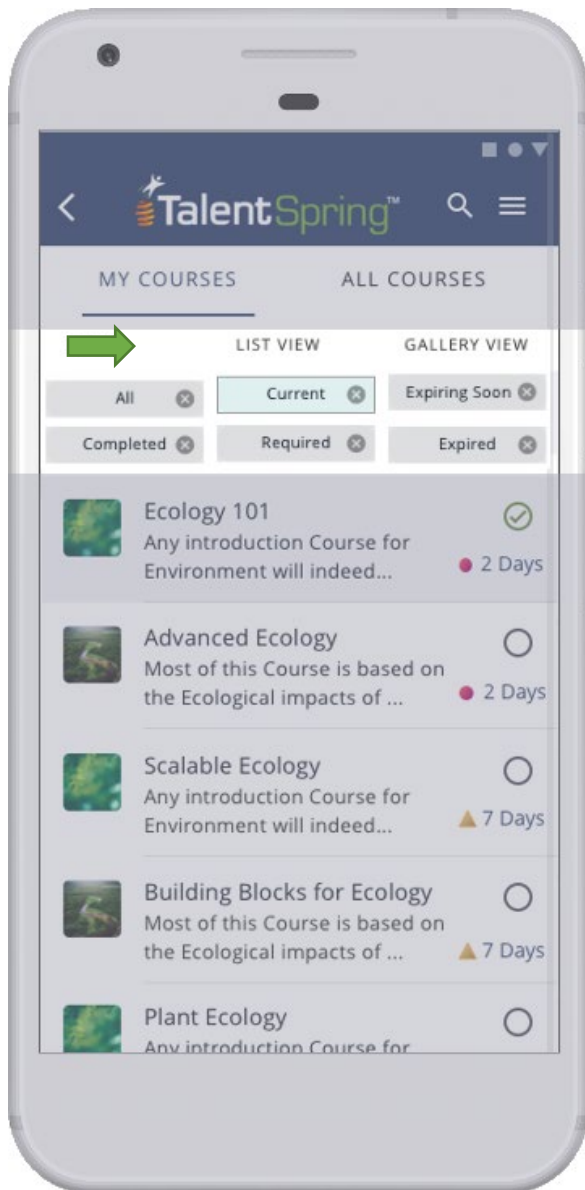
Courses

Course List

Courses, organized by category, are assigned by your administrator. You can access these assigned courses from the main menu or the navigation menu.

When you access the course page, you will see a list of **MY COURSES**. You also have the option to see **ALL COURSES** to view all courses available.

Note: Your company may provide a catalog of courses that you can request to be enrolled in. Check with your administrator for course availability.

Courses

Filter

The filter feature allows you to view courses with the status of:

- **Current**
- **Expiring Soon**
- **Completed**
- **Required**
- **Expired**

You can select as many or as few filter options as you like. For example, if you would like to view only *Expiring Soon* and *Required* courses, you can select both filter options.
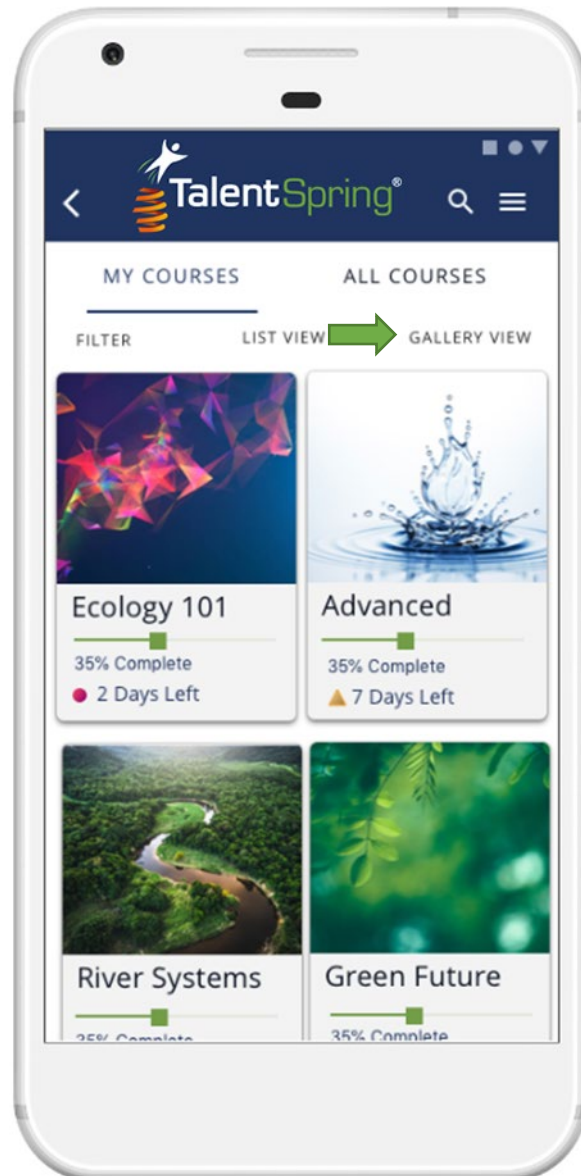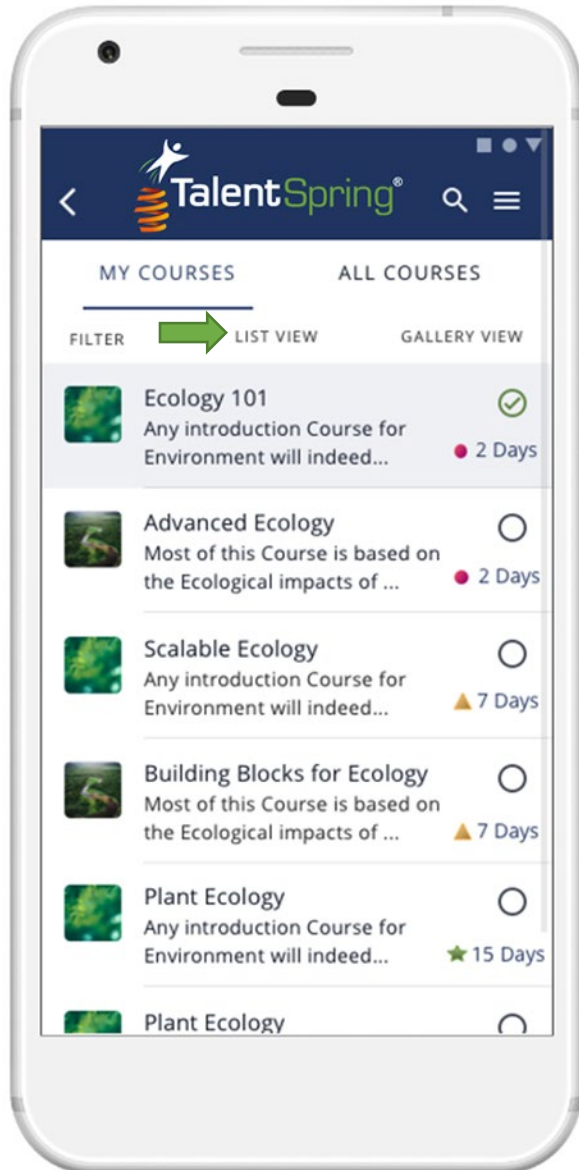
Note: Expiration dates and times are based on the organization's date and time zone.

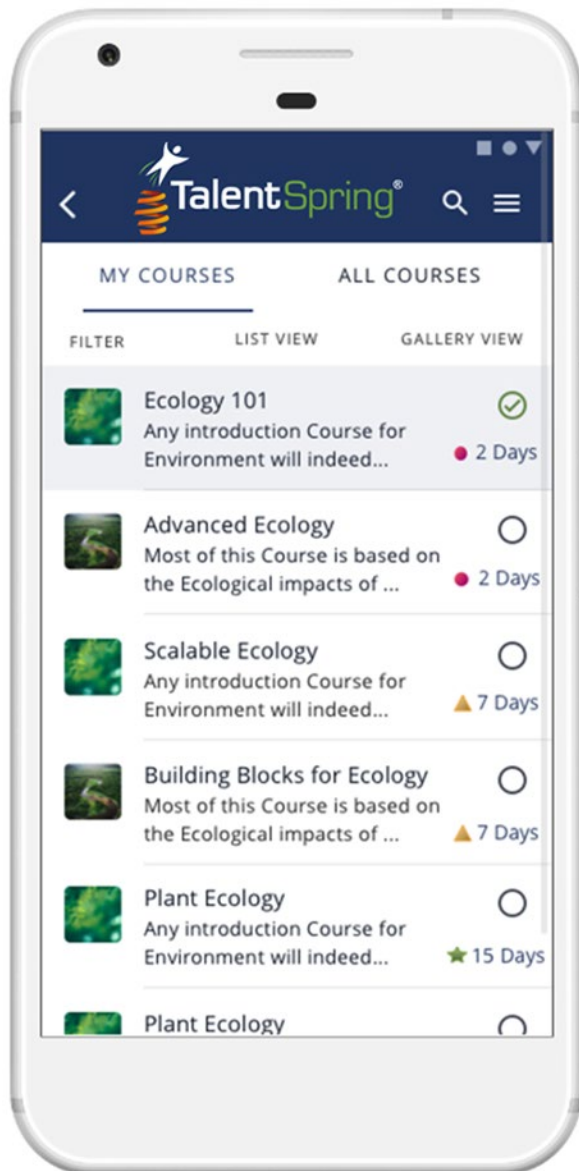Courses that have been completed but expired, will appear under the *Expired* filter.

Courses

List View and Gallery View

Whether you prefer **List View** or **Gallery View**, , click on which one you'd like to use to browse your courses.

TalentSpring® Mobile App User Guide

Courses

Course Status

Along with the course icon, name, and description, each course listed includes a circle icon that identifies your completion status.

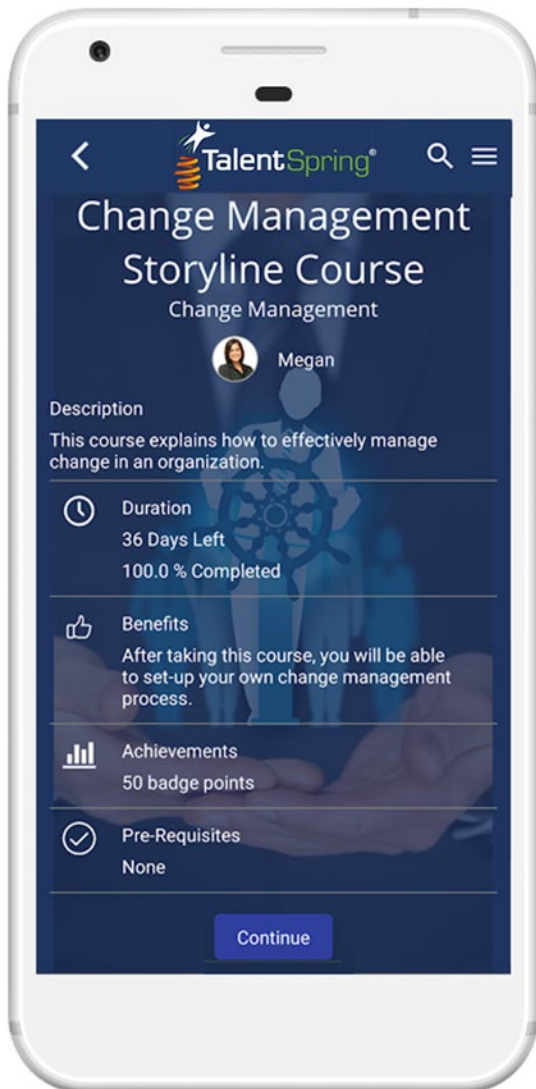**Not Started**   **In-Progress**   **Complete**

The number of days that you have left to complete the course is displayed under the status. The symbols let you see what is expiring soon at a quick glance.

Note: A benefit of the gallery view is that it shows the exact percentage of course completion.
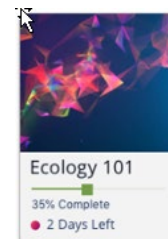
To access a course, click the course icon.

TalentSpring® Mobile App User Guide

Courses

Course Information

As you begin the course, you will see the introductory page that includes the:

- **Course Name**
- **Course Category**
- **Trainer Name**
- **Course Description**

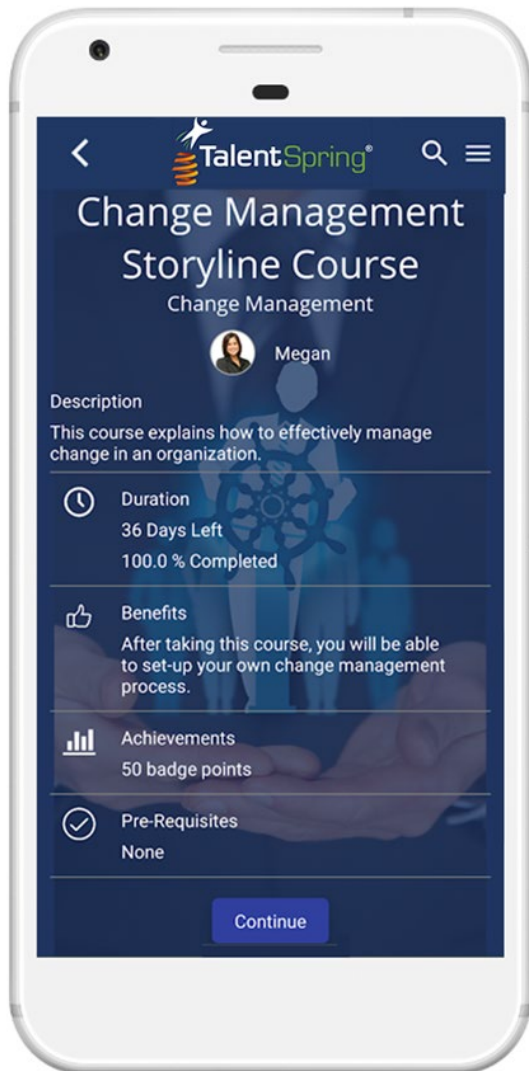Any courses that are required will be indicated here.

Course Duration

The duration will give the estimated course length as well as the percentage you have completed, if any.

Benefits

This section will list any benefits to you, the learner, gained by completing the courseware.

Courses

Achievements

Trainers may assign acknowledgments, such as badges and certificates, to learners who successfully complete the courseware (a passing grade within the assigned time constraints).

> **Badges** – A course badge will have an associated point value that will allow you to advance in the leaderboard.

> **Certificates** – Learners may be able to download a certificate upon course completion.
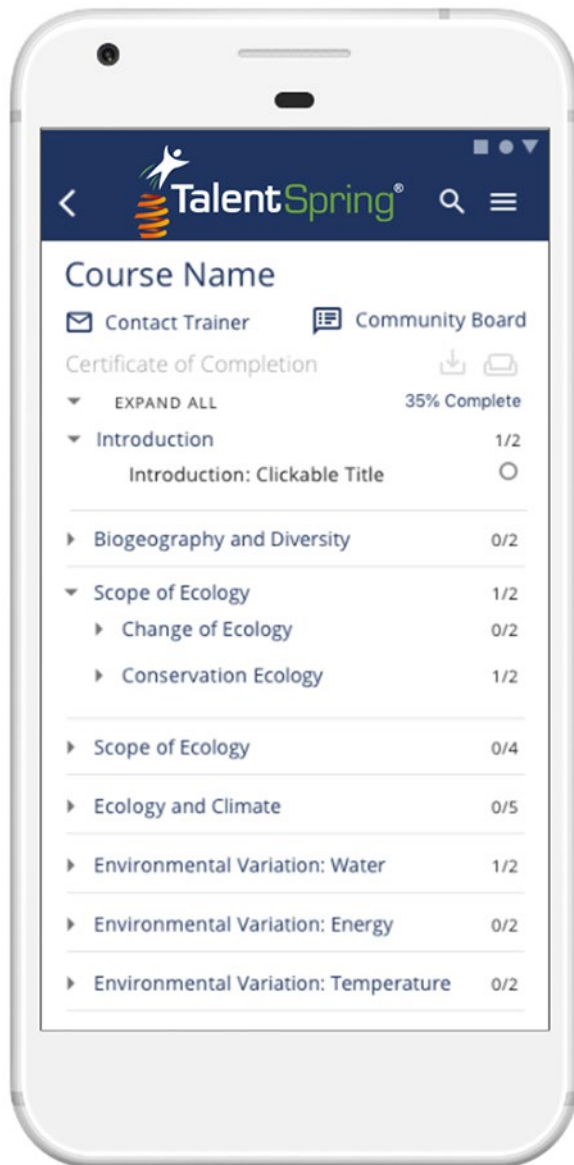
Badges and certificates can be viewed from the navigation menu.

Prerequisites

Some courses may have suggested or required prerequisites. These will be also be listed here.

When you're ready to start your course, click on **Continue**.

Courses

Course Structure

Courses may include modules that contain lessons, topics, quizzes, polls, and surveys. If module or lesson has a substructure, you will have an option to expand as well as the number/status of components.

For example, selecting the first module listed on the left will take you straight to the course content and the circle will update based on whether the course is not started, in progress, or complete.

The second module has an option to expand and indicates that there are two components available with one already completed.

By selecting EXPAND ALL, you can see the entire structure of the course.

Courses
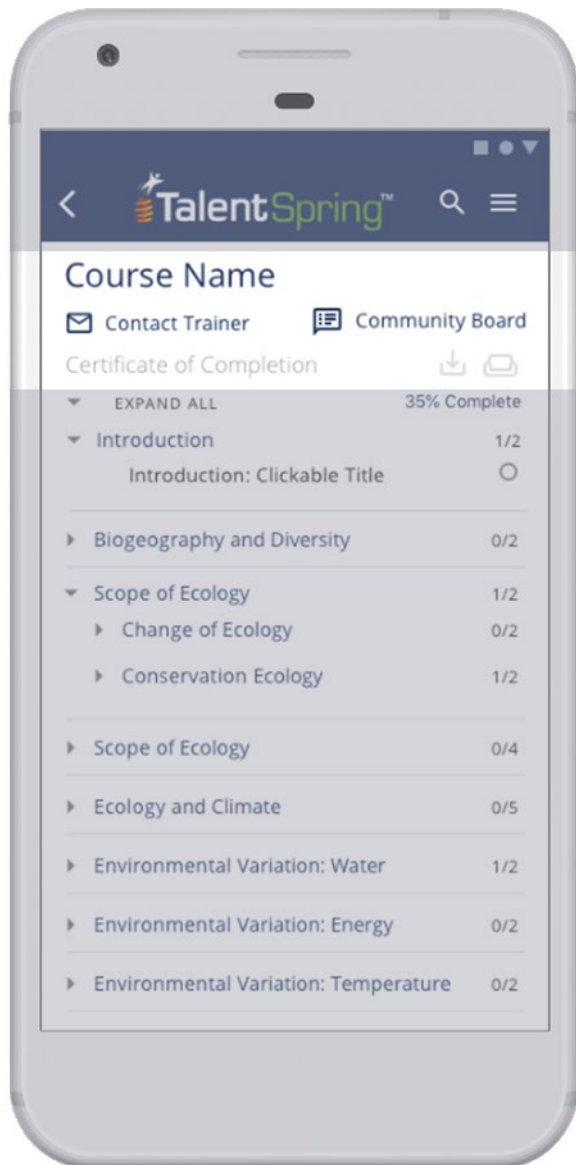
Contact Trainer

The message feature is designed to allow you to correspond with your trainer.

Note: You can also check **Messages** from the navigation menu for correspondence from trainers.

Certificate of Completion

As mentioned, a certificate may be issued upon course completion. This link will be available for download or print once all course content is complete.

Note: You can check the main navigation for a list of **Certificates** you have received.
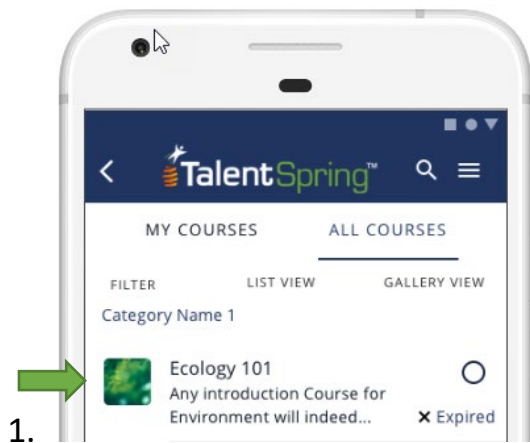
Courses
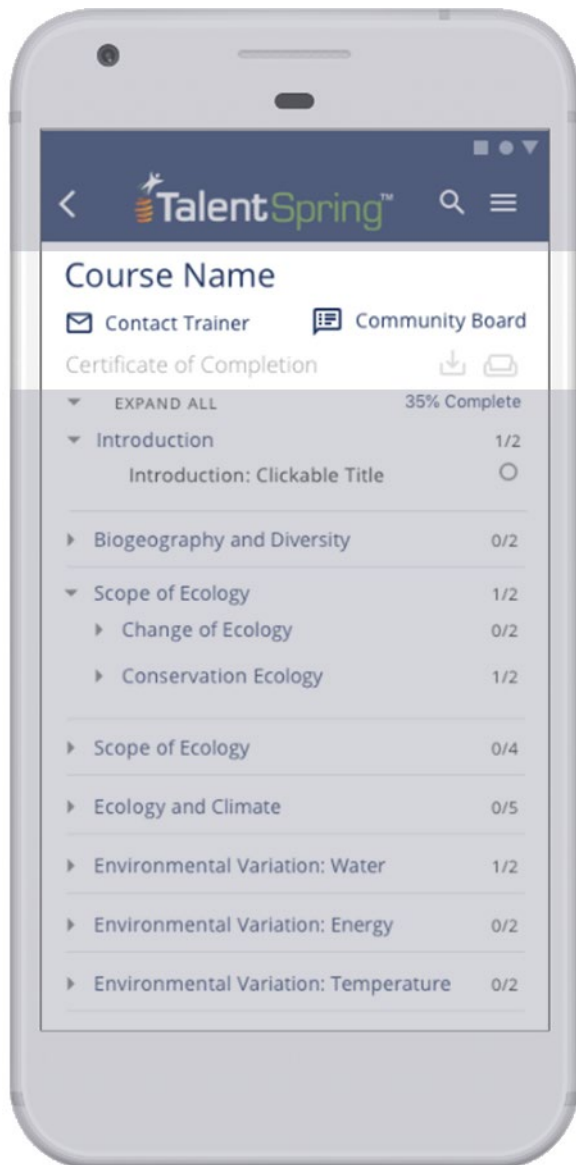
Community Board

The community board feature allows you to participate in a thread discussion regarding the course and share insight with other participants.

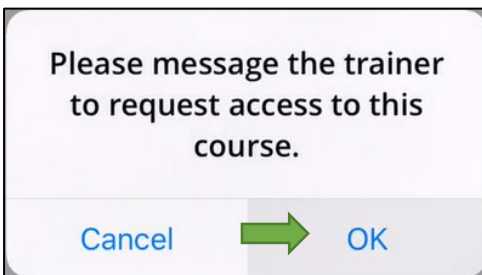Select a community board to see others' posts and create posts of your own.

TalentSpring® Mobile App User Guide
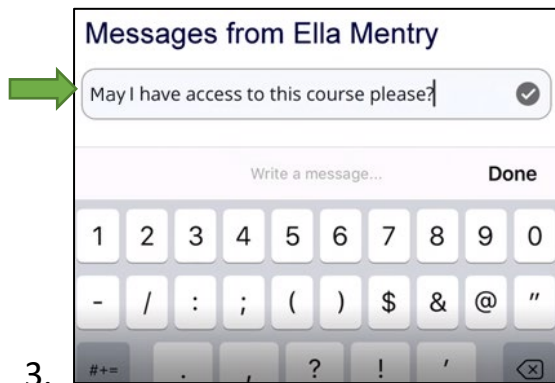
Courses

1.

2.

3.

Course Access

You may not be able to access a course if:

- The course has expired.
- The maximum attempts to pass the course have been reached.
- A course from **ALL COURSES** is not assigned to you.

To request access:

1. Click on the course. A prompt will display allowing you to contact the trainer.
2. Click **OK**.
3. Type a message to the trainer.

If your request is accepted, you will receive a notification that you are enrolled.

Remember, you can also check **Messages** from the navigation menu for a response to your request.

TalentSpring® Mobile App User Guide
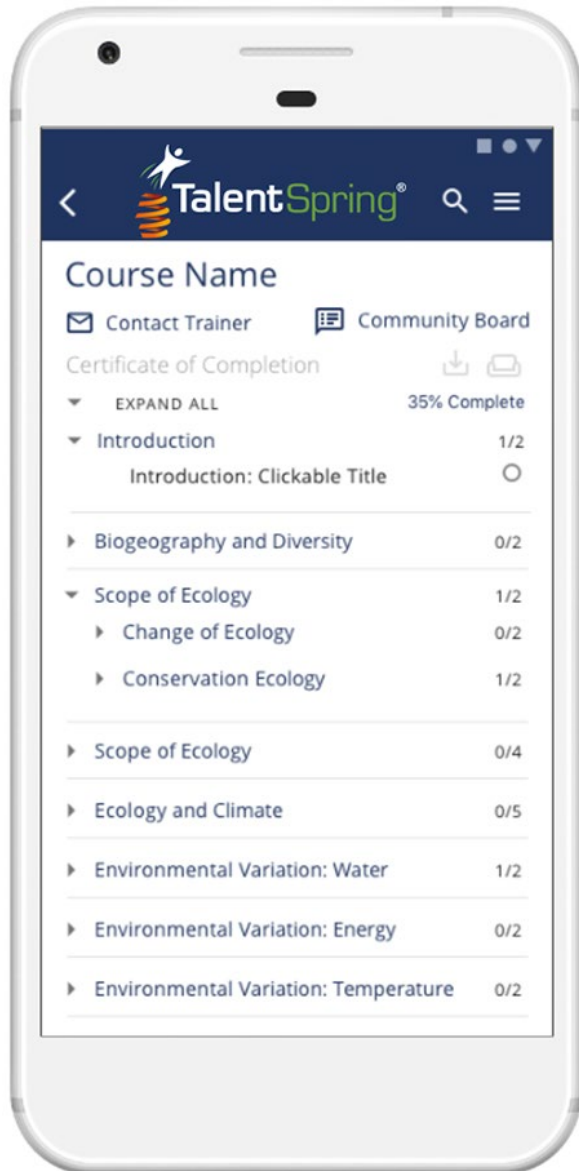
Library

Library (Knowledge Base)

The library can house resources such as SOPs, onboarding documents, manuals, guidelines, fact sheets, and more. Some library items may also be course related.

Your administrator will determine what categories and resources to place in the library.

Similar to courses, these resources may be organized by category. For easy access, you can use the **Search** 🔍 feature to find the file you are looking for.

An additional benefit of the library is that you can view files while offline. Select the download arrow in the top right.

TalentSpring® Mobile App User Guide
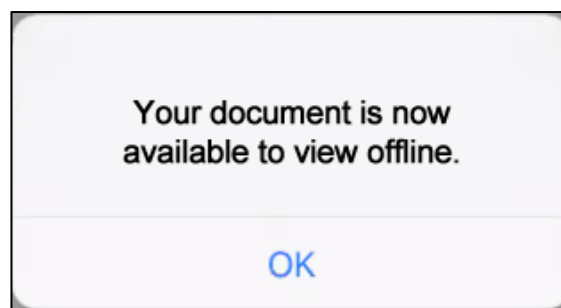
Quizzes, Polls, & Surveys
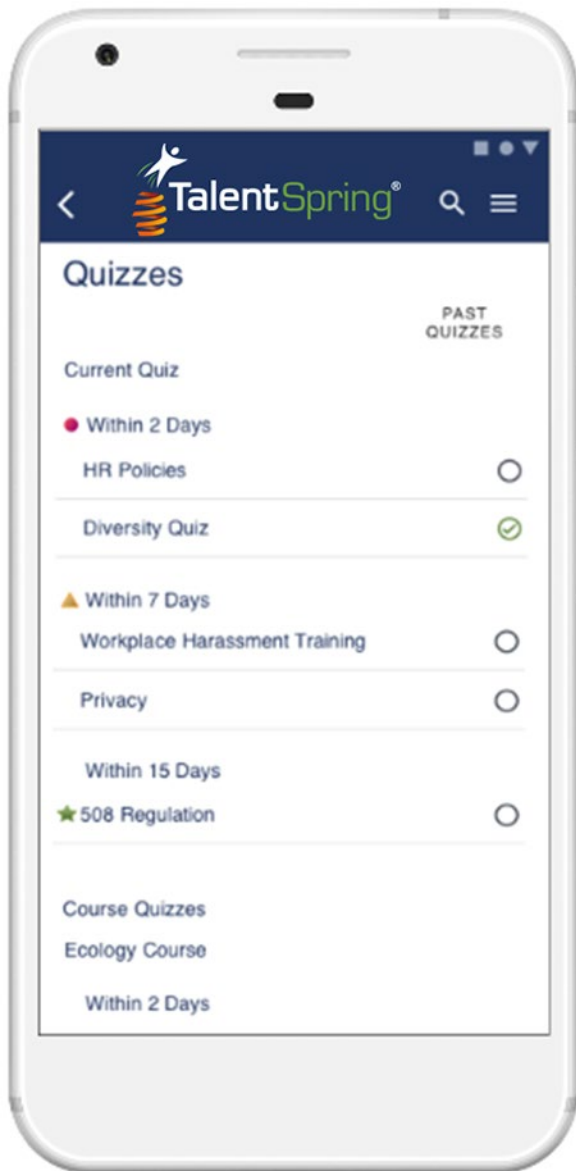
Types

Quizzes, polls, and surveys can be accessed from the main menu or the navigation menu. There are two types:

Organizational – are available to all participants and are not associated with course content.

Course Specific – are associated with courses in which you are currently enrolled. These can also be found within the course.

If given access by the trainer or administrator, you will also have the option to view quizzes, polls, and surveys that have ended by selecting **Past Quizzes/ Polls/ Surveys**.

Note: When a quiz has been completed the status will display as **Pass/Fail** along with a check mark.

When viewing a poll result, only the answer to the poll will appear, not the name of the user taking the poll.

Calendar
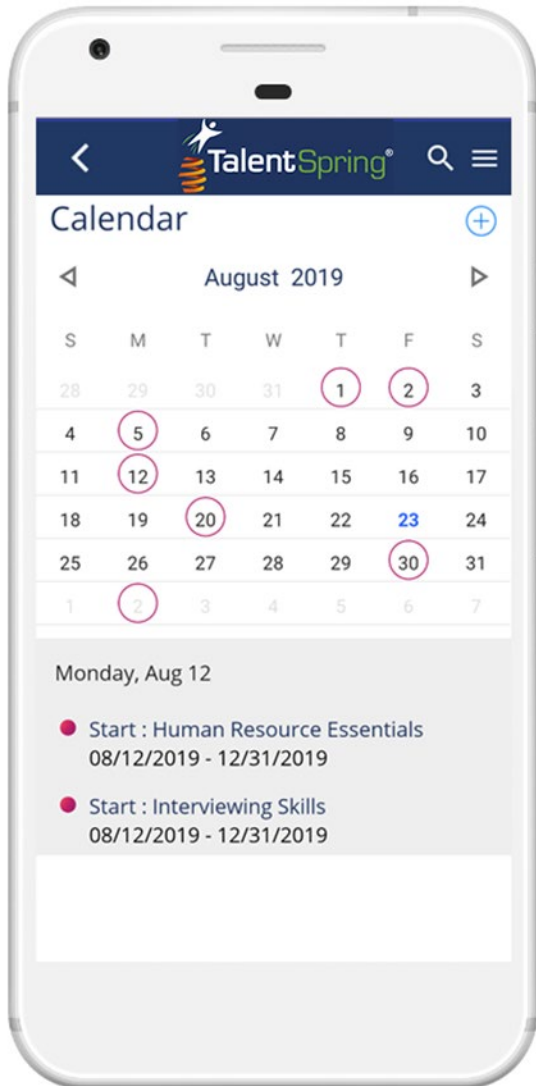
Navigate Calendar

The calendar allows you to see upcoming events, training, and deadlines. You can navigate by month using the left and right arrows. When you select a date from the calendar, the events for that day display below.
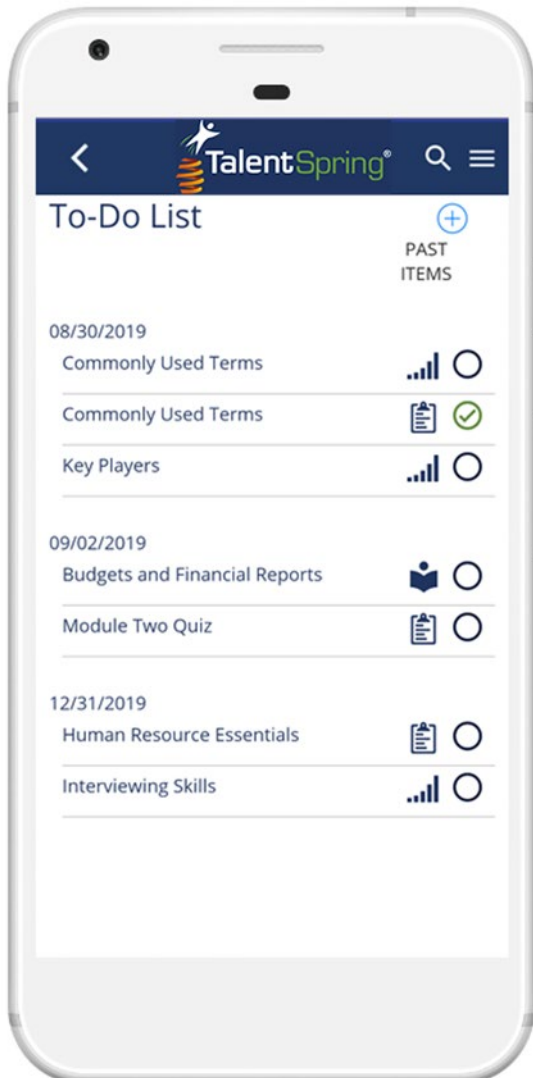
You can easily identify events by the red circle indicator. Events that are ongoing, will have a red circle indicator on the Start and End dates of events.

Remember: Expiration dates and times are based on the organization's date and time zone.

Add Event

Add your own event by clicking the plus sign on the top right. ⊕ Events you add will only be visible to you.

To-Do List

Navigate To-Do List

The To-Do List allows you to see upcoming events, training, and deadlines in a list view. Once you complete a course, quiz, poll, and/or survey, they will automatically update with a check mark.

Remember: Expiration dates and times are based on the organization's date and time zone.

Add To-Do

Add your own list item by clicking the plus sign on the top right. ⊕ Events you add will only be visible to you.

TalentSpring® Mobile App User Guide
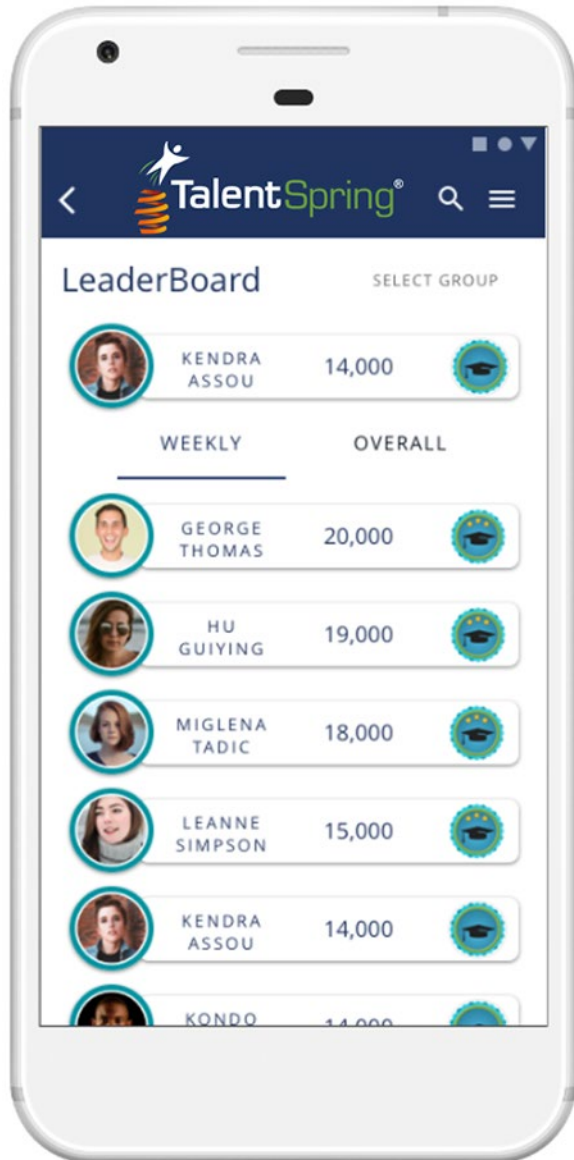
Badges & Points

Badges & Points

Badges & Points are earned in two ways:

Courses – Trainers may elect to assign a point value and badge as a reward for successful course completion.

System Achievements – TalentSpring™ has system badges that can be awarded by utilizing the app.

Each badge has a point level associated with it. As you earn points, you will advance in the leaderboard.

TalentSpring® Mobile App User Guide

Leaderboard

Leaderboard

The leaderboard is accessed from the navigation menu. You will see your name, points earned, and skill level on the top row. As you scroll down, you will see where you place among other participants.

Note: Skill levels are badges that are awarded when you reach a certain point level. The point criteria are set by your organization.

Views

You have several filter options when viewing the leaderboard.

Weekly – Standing based on the current week (as of Sunday)

Overall – Standing based on overall scores

By Participant Group – Standings based on a particular participant group

TalentSpring® Mobile App User Guide

Summary

Now that you know how to utilize the app, you will be ahead of the game in no time.

TalentSpring® Mobile App User Guide