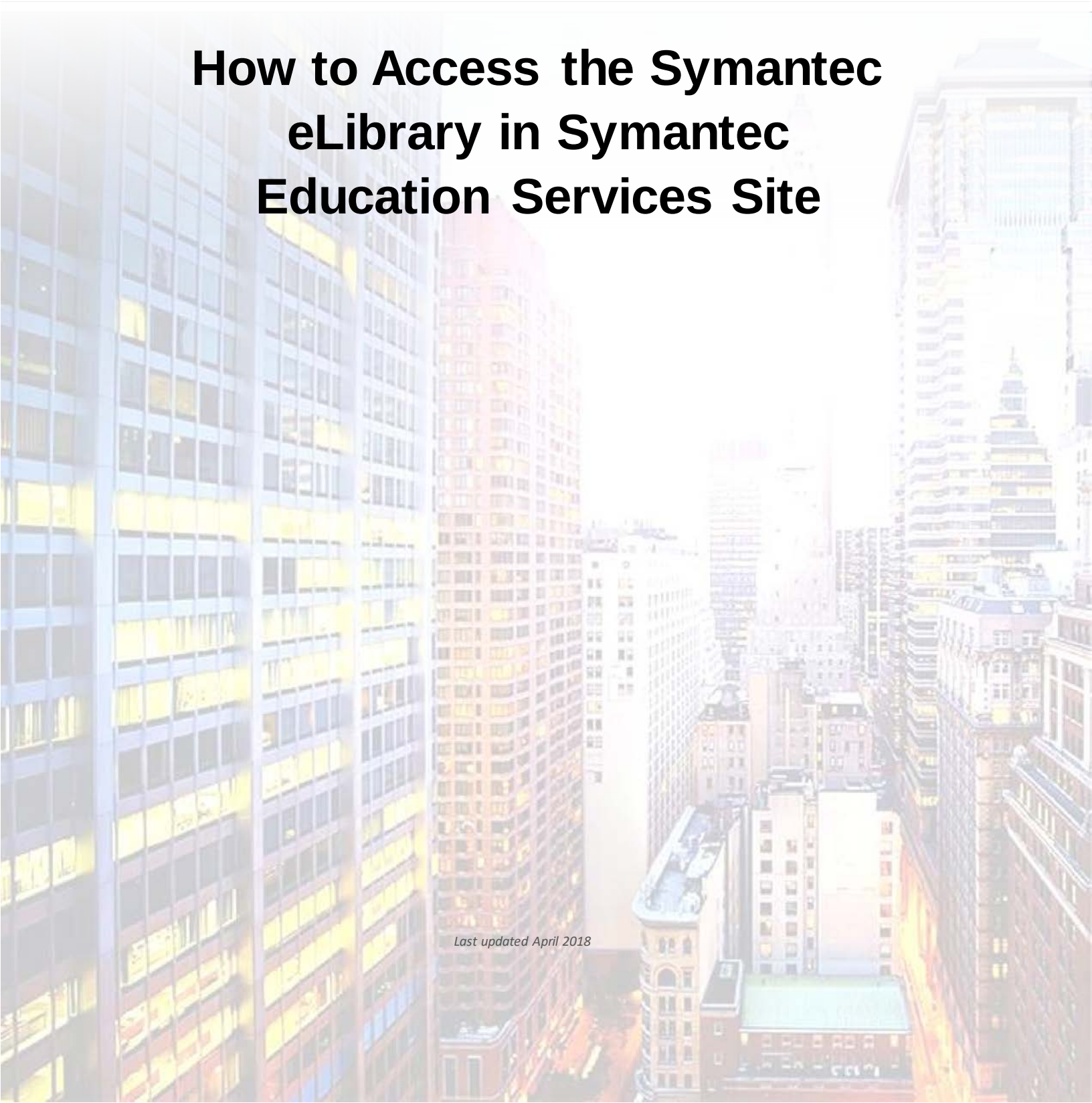
How to Access the Symantec eLibrary in Symantec Education Services Site



Last updated April 2018

Table of Contents

A New Platform....3
Create a New Account to access eLibrary....3
Accessing the Symantec eLibrary....5
Launch a Training Activity in Symantec eLibrary....8
Access 'In Progress' Training and Course Evaluations....11
View Completed Learning, Print Certificate and Review Training....12

A New Platform

The Symantec eLibrary has moved to a new platform. Members of the Symantec eLibrary receive access to hundreds of regularly updated on-demand web-based training modules covering the breadth and depth of the Symantec product portfolio. Modular topics cover installation, configuration, deployment, administration, maintenance, and troubleshooting of Symantec products in detail. The eLibrary is ideal for supplementing classroom training, accessing as a just-in time reference, and/or providing training to those who cannot travel or afford time away from the office.

Note: You must create a new account in the Symantec Education system to access and launch the eLearning content in the Symantec eLibrary.

All eLibrary users will be required to login to the Symantec Education system to access eLibrary on the new platform.

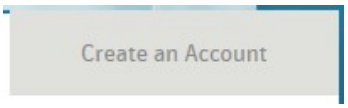
This document is intended for customers only. Symantec employees and Symantec partners access the eLibrary through other microsites.

Create a New Account to access eLibrary

Follow the steps below to create an account and an eLibrary subscription in the Symantec Education Services site.

1. Click here to begin, you will be routed to Symantec Secure Login page.

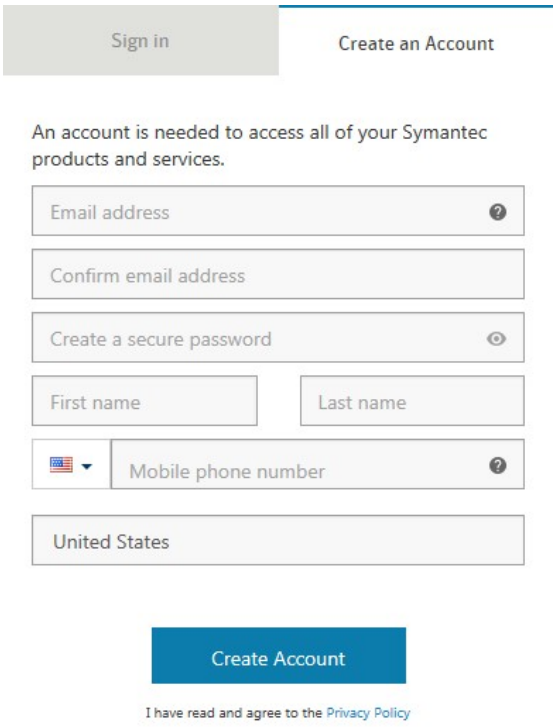
2. Click the gray **Create an Account** tab at the top of the page.



3. Complete the Create an Account form.

Note: Your password must contain a number, uppercase letter, lowercase letter, and a special character.

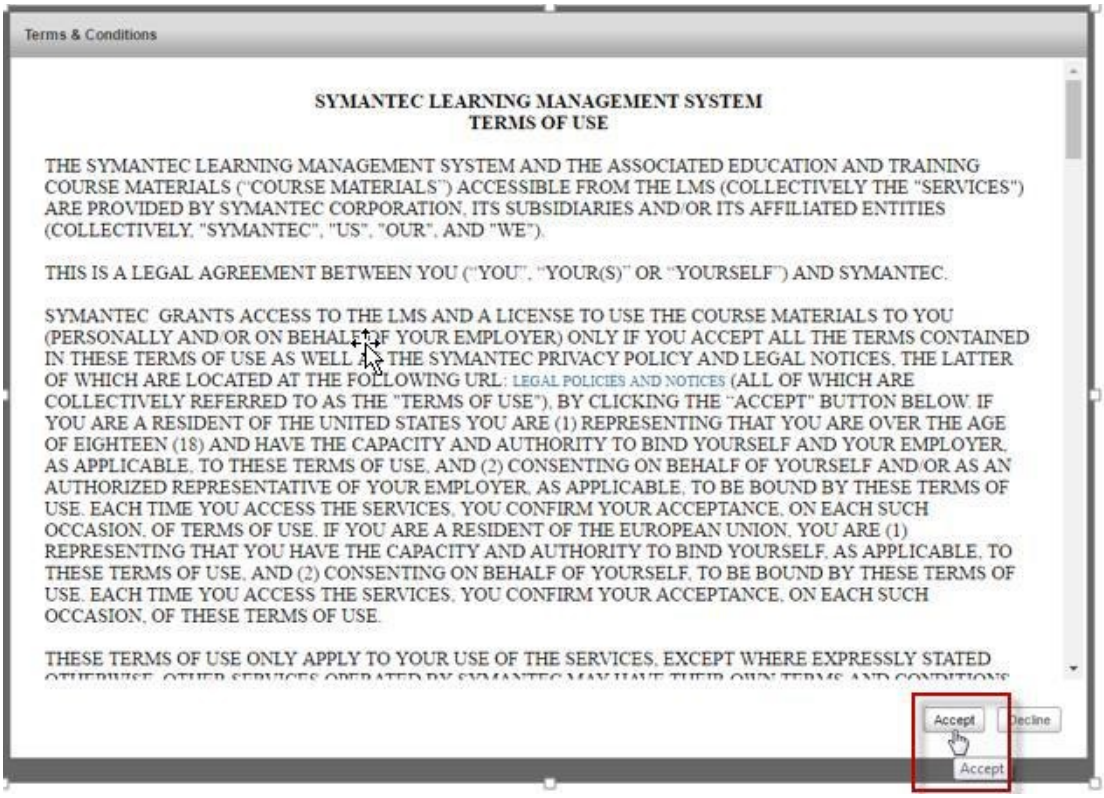
Even though it does not appear to be required, be sure to enter a First Name and Last Name in the account.



4. Click the **Create Account** button. You will be routed to the learneducation.symantec.com

Note: You will also get a welcome and email confirmation email from SymantecAccount@symantec.com

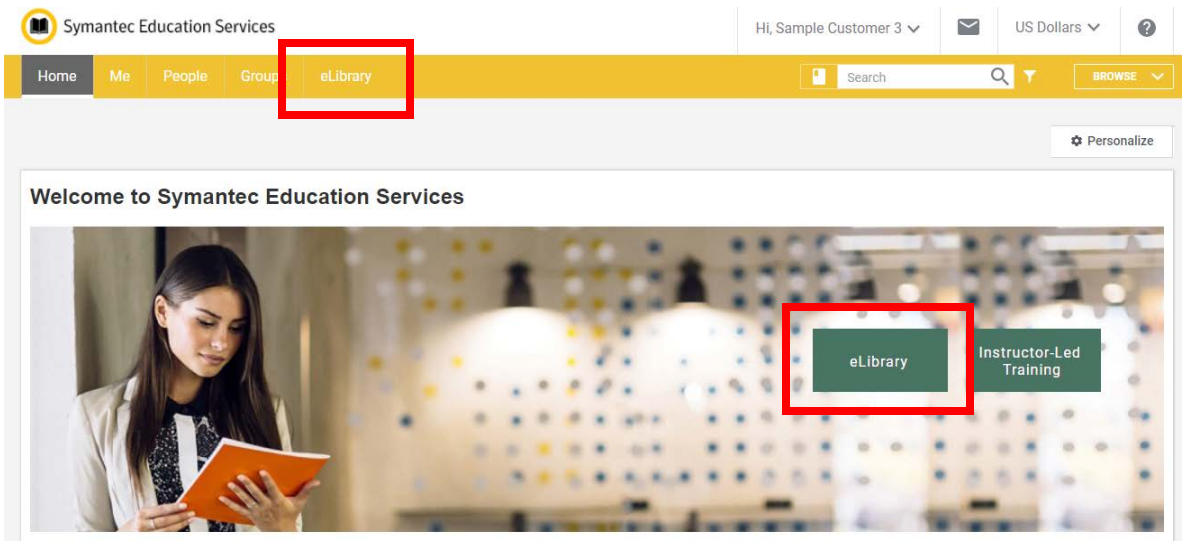
5. Review and accept the Terms & Conditions for use of the Symantec Education Services learning management system. You will be routed to the Symantec eLibrary page.



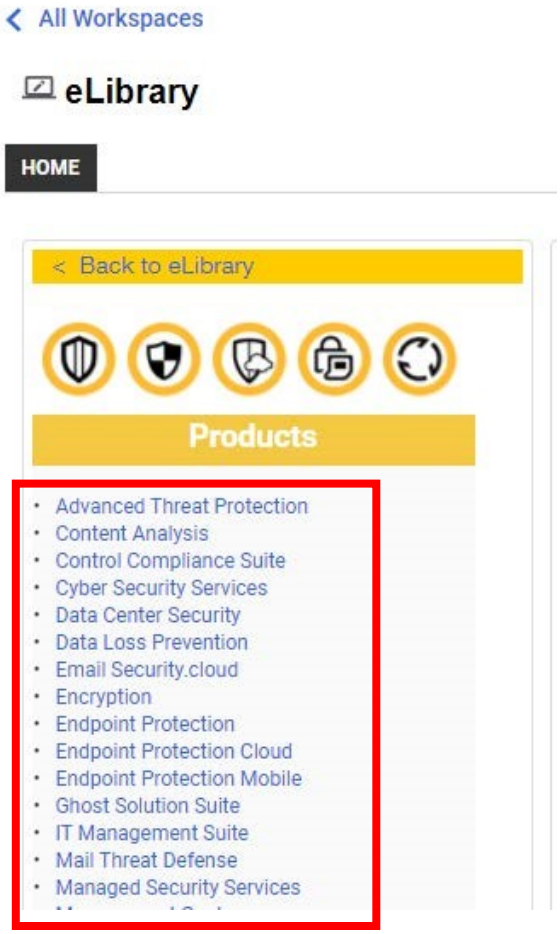
Accessing the Symantec eLibrary

1. After logging in to the Symantec Education Services site you will land on the Welcome page.

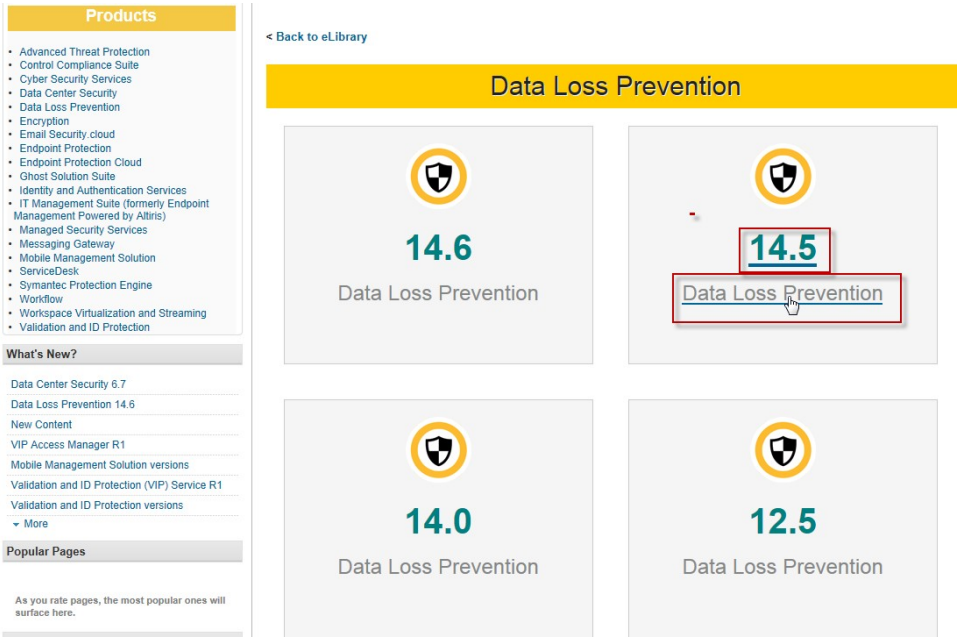
2. On the Welcome page, click the **eLibrary** tab in the navigation bar at the top of the page, or the green **eLibrary** tile in the main body of the page, to access the Symantec eLibrary workspace.



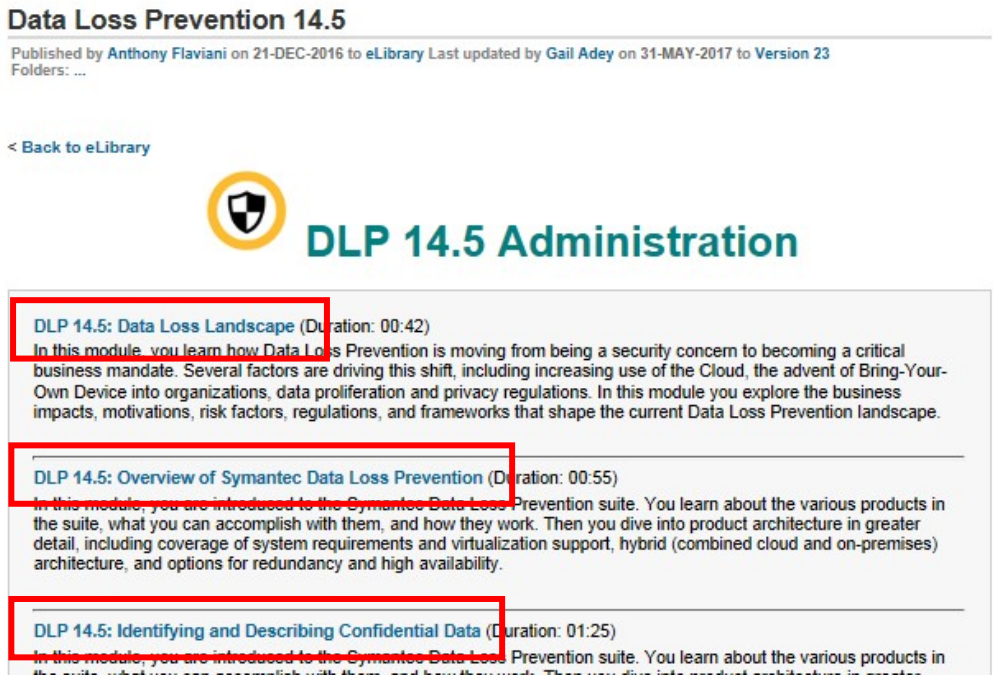
3. Click a link in the **Products** section in the left navigator to access the training activities for that product in the eLibrary.



4. The eLibrary courses for the product appear in the right window. You may need to scroll down to see the tiles for all product versions. Click on the version number or product name in a tile to access the eLibrary content.



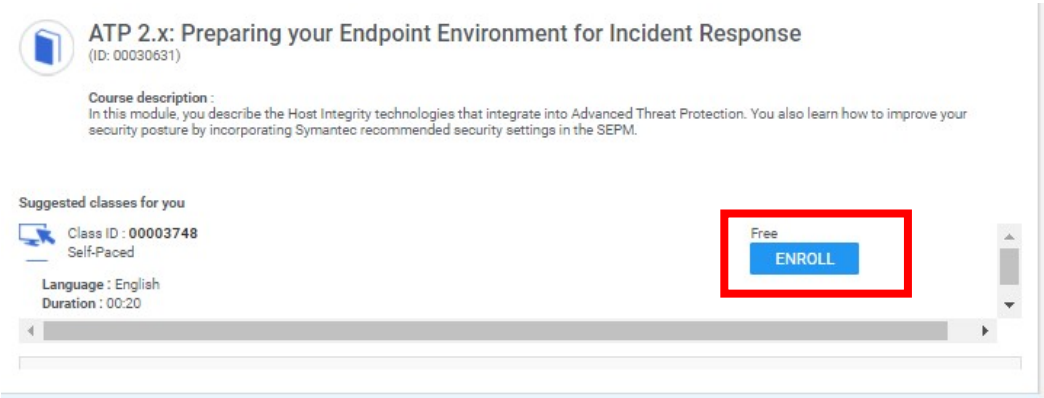
5. Click on the title of an eLibrary tile to see related modules descriptions.



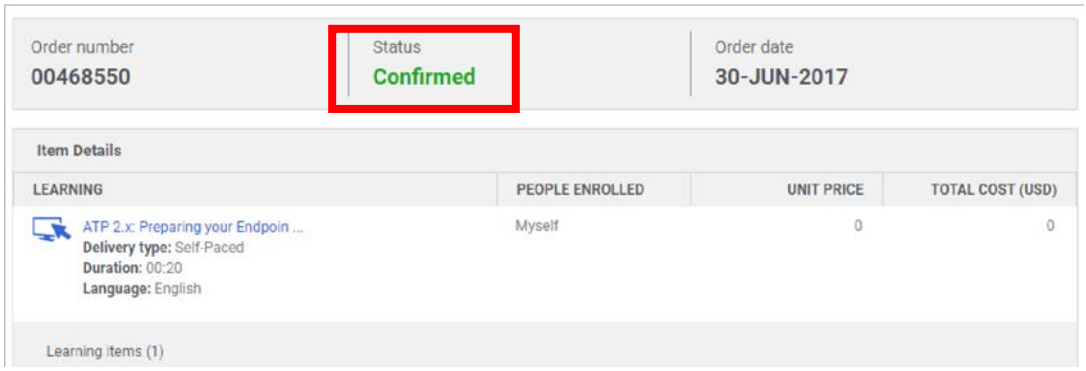
Launch a Training Activity in Symantec eLibrary

Turn off the pop-up blocker in your browser to ensure any course player windows will be visible when you launch a course.

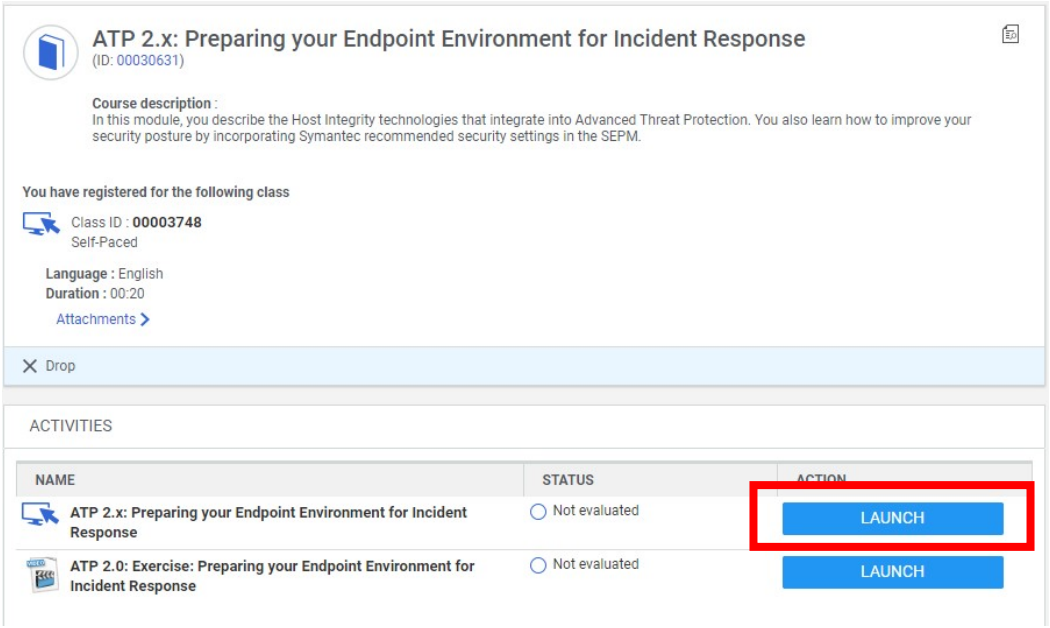
1. After clicking on a course title, click the **ENROLL** button to register for the course to launch it.



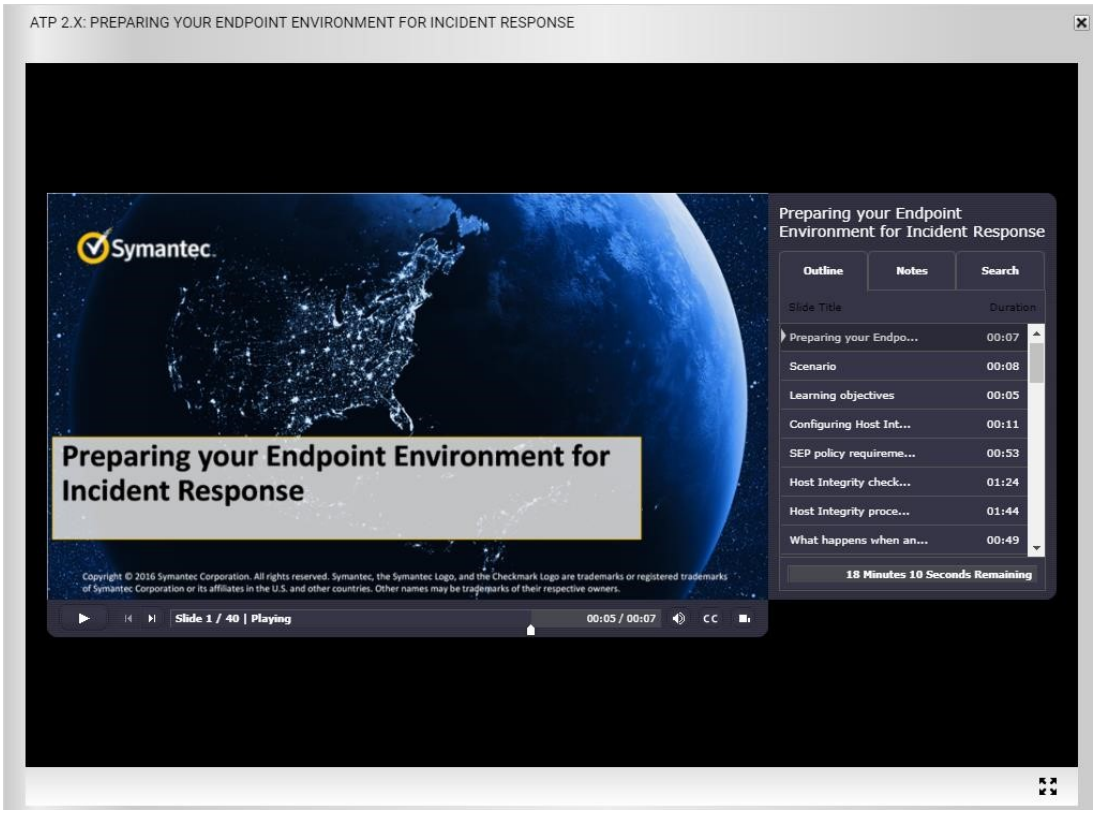
2. After clicking the **ENROLL** button, you will be taken to the Confirmation page.



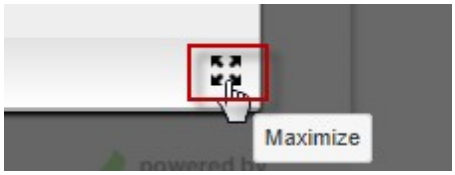
3. Click the course title link to go to the Course Details page.



4. Click the **LAUNCH** button to start the desired module. A pop-up window will open to play the content.

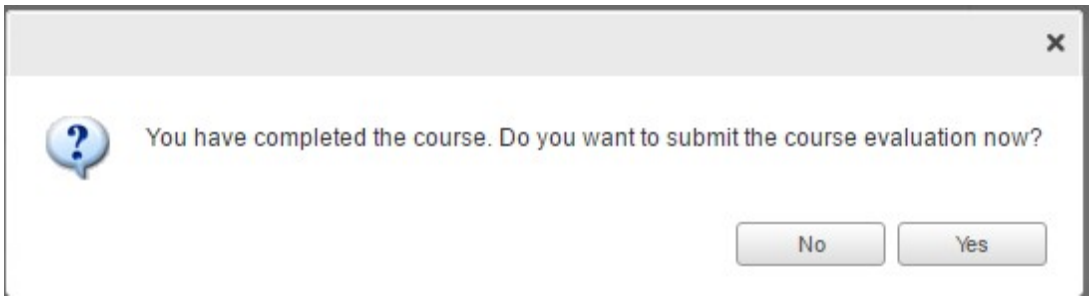


5. When viewing a training module, it may be possible to expand the window by clicking the Maximize icon in the lower right corner of the player window.



6. When finished viewing, even if it is not completed, click the Close X in the upper right corner of the window.

7. If you exit the player window before completing the eLearning module, you may receive a pop-up window saying you have completed the course and asking if you want to complete the course evaluation. Click the **Yes** button to complete the evaluation immediately or the **No** button if you wish to complete the course evaluation at a later time.

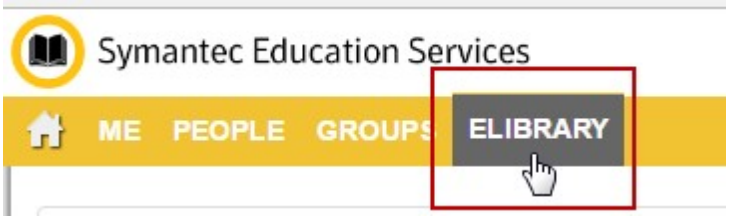


8. When the page refreshes, the training activity associated with the course is visible.

   a. Click the **More** link under the Course description to view the entire description.
   b. Click the **Attachments** link to see if any documents have been attached to the course.
   c. Click the **Relaunch** button to launch the training module again.

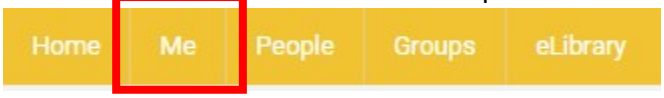
9. See the **View Completed Learning**, **Print Certificate** and **Review Training** section on page 12 below for information about restarting or reviewing courses that have not been completed yet.

10. To return to the eLibrary to launch another module, click the **ELIBRARY** tab in the navigation bar at the top of the page.



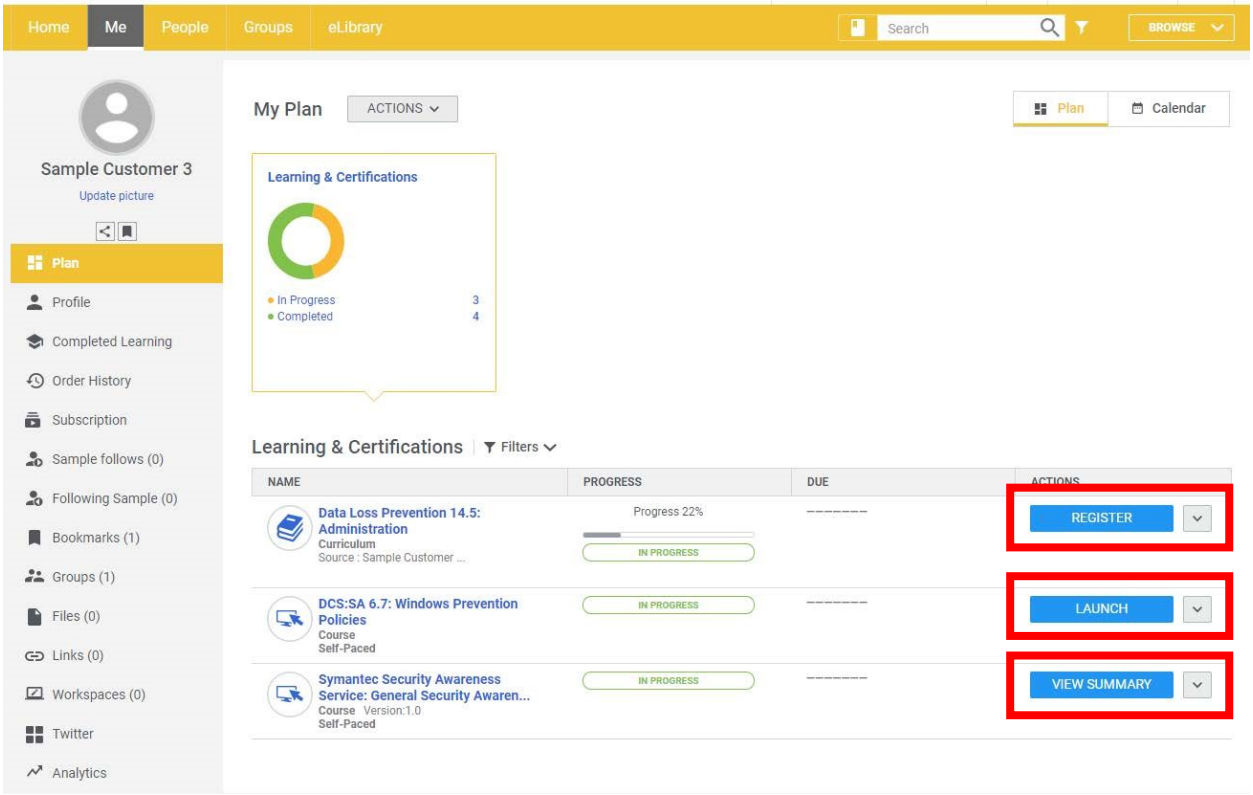
Access 'In Progress' Training and Course Evaluations

1. Click the **ME** tab in the upper left corner of the window to access the **My Plan** page. The **My Plan** page shows the training activities that are still In Progress, or activities for which an evaluation should be completed.



2. The **My Plan** page shows In Progress courses that can be resumed. Click on a course title to open the course page and then click the **Launch** button to restart the course.

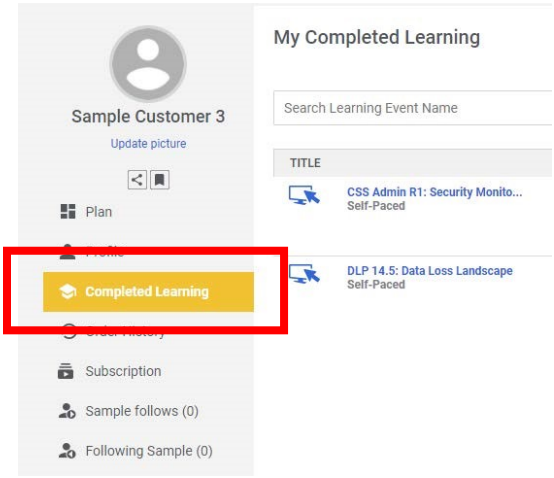
3. The **My Plan** page also displays courses which have been completed and are pending action. The pending action is usually completing a course evaluation. Click the **Launch** button to the right of a course name on the **My Plan** page to launch and complete the course evaluation.



View Completed Learning, Print Certificate and Review Training

1. In the **My Plan** page, click the **Completed Learning** link in the left navigator to view your completed training activities.

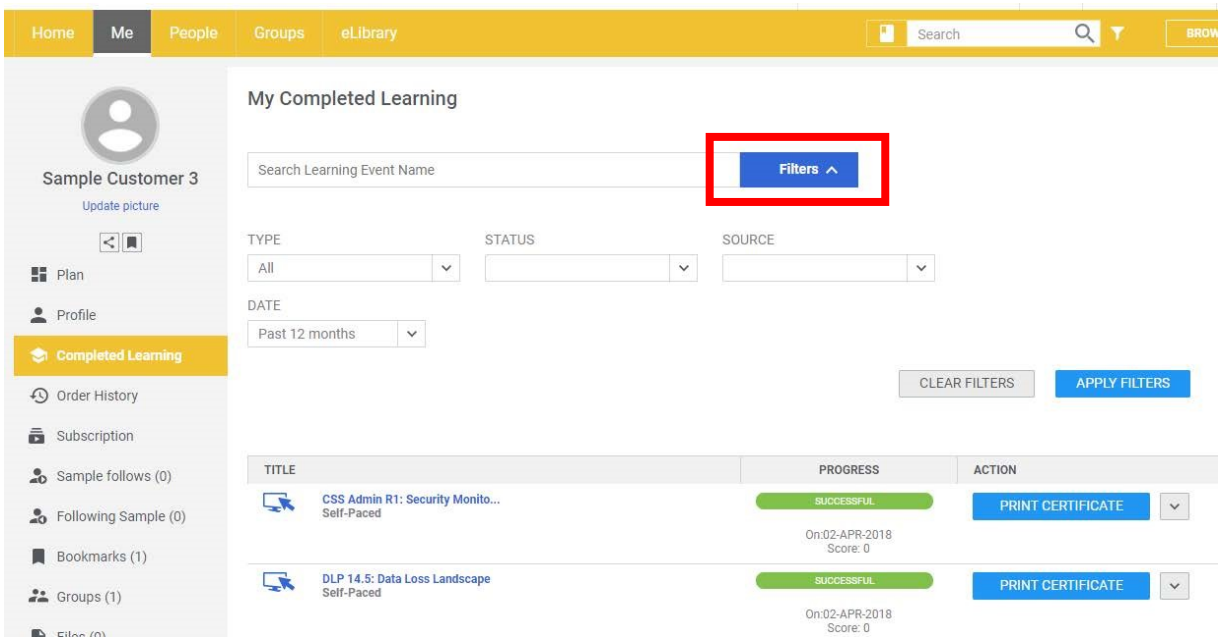
Note: Activities that have not been completed, even though they have been marked as Completed successfully, will also appear in Completed Learning.



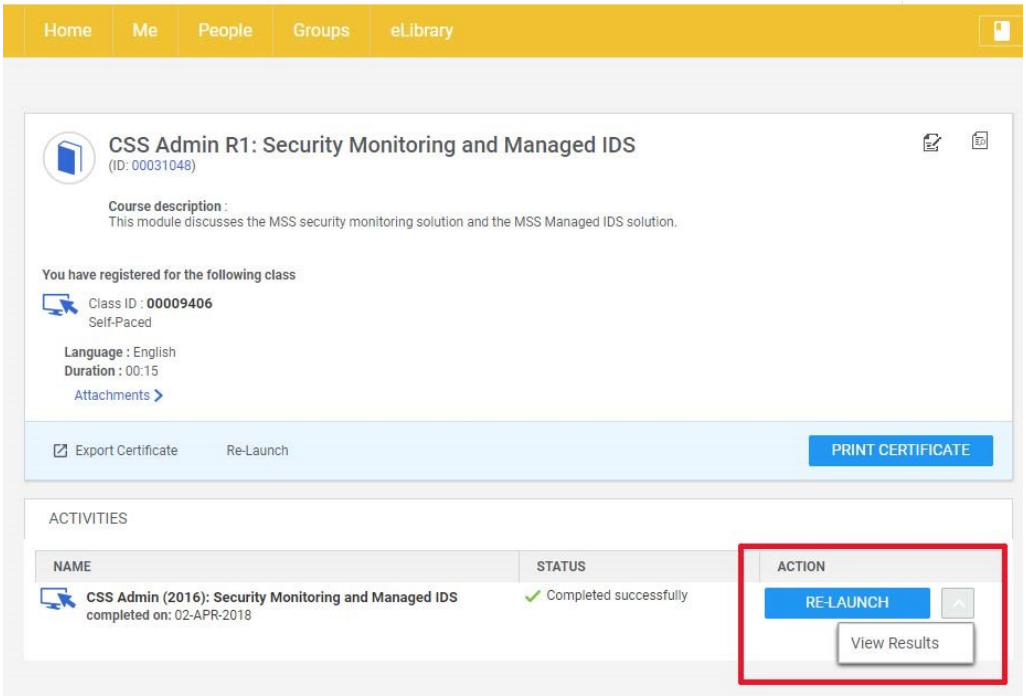
2. As eLibrary courses are completed, they will appear in the **My Completed Learning** page. This includes courses that have been completed but are awaiting further action, such as submitting a course evaluation.

   The **My Completed Learning** page will list ten activities. Click the **Load More** link at the bottom of the page to view additional completed courses.

3. To review a completed course, click the course title. You may also filter by course type, status, source, and date range.

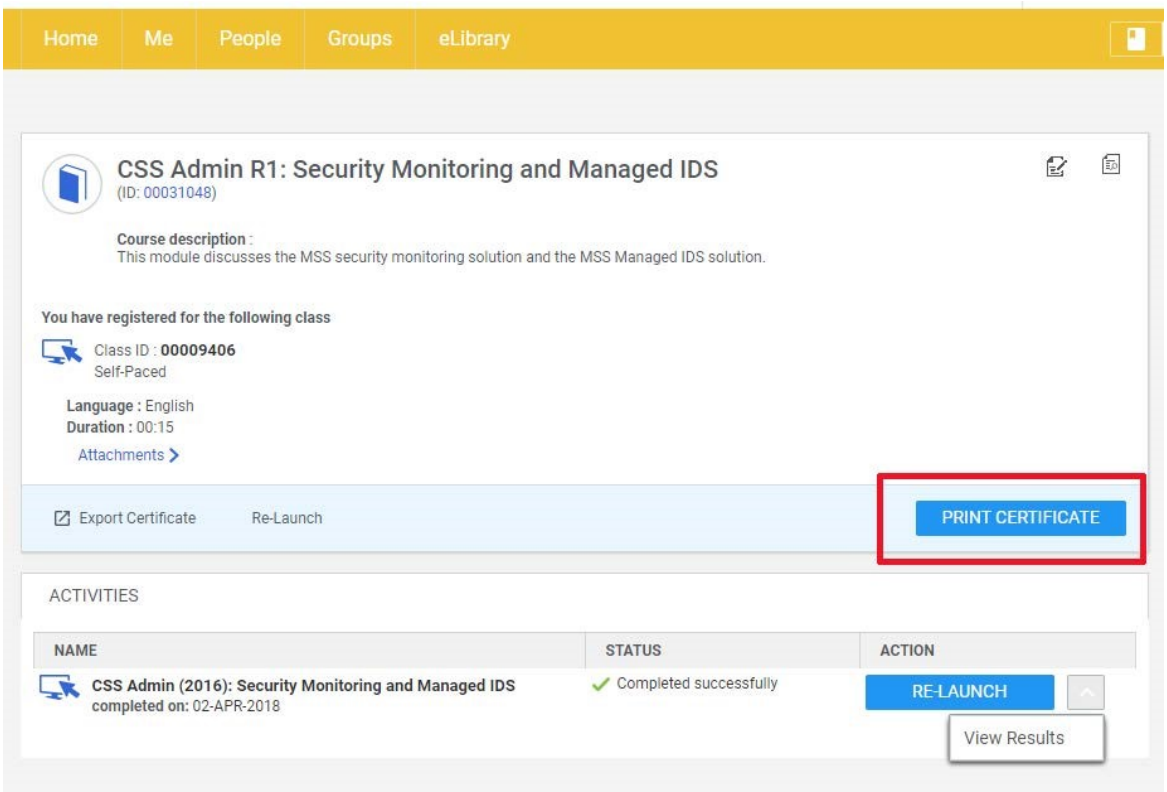
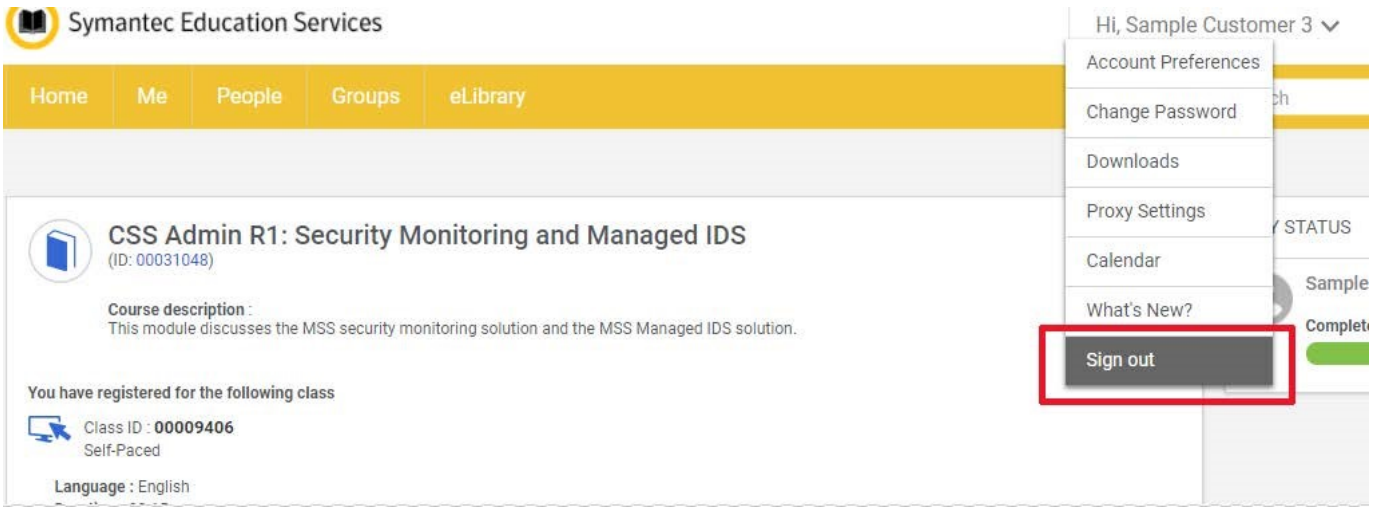


a. On the course page, click the **Relaunch** button to take the eLearning course again.
b. There is also a **View Results** link next to the Relaunch button. Click this to see all of the course training activities.



4. On the **My Completed Learning** page, you may also print a certificate of completion

a. Click the **Print Certificate** button to the right of the course name to print the certificate of completion.



5. When you are done working in the Symantec Education Services site, click your name in the upper right corner of the page to **Sign Out**.