



Northern Trust Online Campus

User Manual

Northern Trust Online Campus User Manual

Northern Trust Online Campus

Technical Support

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1. Introduction

This user guide has been created exclusively for the users of the Northern Trust Campus site.

To access the site, the Training Coordinator must first create an account for you or you can create an account and wait for the Training Coordinator to approve your account. Once the Training Coordinator has approved your account, you will have access to Professional Development, Information Technology and End User courseware.

The site address is <http://campus.serebra.net/northern>

Main Home Page

The screenshot shows the Northern Trust Corporation Main Home Page. The page features a header with the Northern Trust logo and navigation links: HOME, ALL COURSES, MY ACCOUNT, ABOUT, and CONTACT. Below the header is a large banner image of a person using a laptop. The main content area includes a welcome message, a list of features (Complete system access and training history logs, Online survey forms), and a section for getting started (Create an Account). A sidebar on the right contains a Login Area with fields for Username, Password, and Remember Me, along with a LOG IN button. Below the login area are links for Forgot My Password?, Create an Account, Course Catalog, Request a Course, and Documentation & Help. The footer includes copyright information and links for FAQs, Contact, and TOP.

Main Navigation links

Username/Password Field
Place username and password in fields to login

Forgot My Password
Click to retrieve your password

Create an Account
Click to create an account

Course Catalog
Click to view the Course Catalog

Request a Course
Click to request a Course

Documentation & Help
Click to view help section

Training Coordinator
Training Coordinator e-mail address

2. Create an Account

If you choose to create your account please remember that accounts will not be active until the Training Administrator approves the account. You will receive a notification email once the account is active.

Home Page

Northern Trust

HOME ALL COURSES MY ACCOUNT ABOUT CONTACT

Northern Trust Corporation

Welcome! This site was specifically designed and built for the employees of Northern Trust Corporation. Using this site, you will have access to the latest topics offered through online training.

Features include:

- Complete system access and training history logs.
- Online survey forms.

To get started and become a registered on-line student, click on "[Create an Account](#)."

If you have questions, please contact the WWT Training Coordinator:

Training Coordinator
E-mail: WWT_technical_Training@ntrs.com

Login Area

Username:

Password:

Remember Me: ☐

[» Forgot My Password?](#)

[» Create an Account](#)

[» Course Catalog](#)

[» Request a Course](#)

[» Documentation & Help](#)

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Click on "Create an Account".

Home Page

Create an Account Page

Fill in the information fields.

Remember the password fields must match and they are case sensitive

Click "Create Your Account" when all fields are filled in correctly

Create an Account Page

Membership Forwarded Page

support if you have any further questions.' A footer contains copyright information: '© Copyright 2006 Serebra Learning Corporation | FAQs | Contact | TOP'."/>

The account request has now been forwarded to the Training Administrator.

Membership Forwarded Page

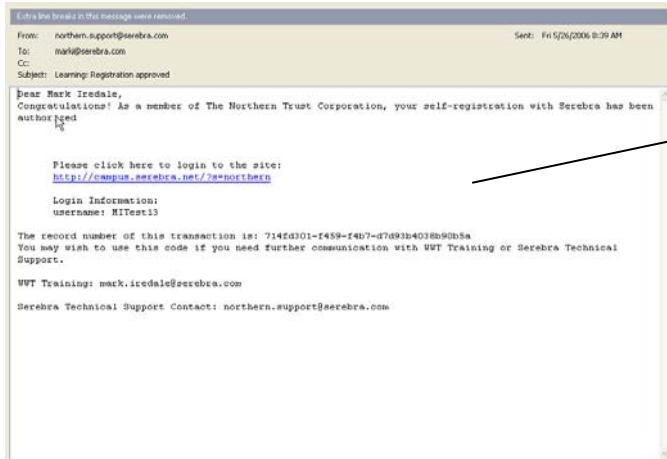
Membership Forwarded Email

http://comgmt.serebra.net/northern. Your registration has been forwarded to WFT Training for their approval. If you should need to contact Serebra's technical support in the future, you will need to use the following authorization code: 8480001-8001-0000-7000000000000000. Serebra Contact: northern.support@serebra.com WFT Training Contact: WFT_technical_Training@ntrs.com. Sincerely, Northern Trust Corporation <http://comgmt.serebra.net/northern>'."/>

You'll receive this confirmation email that the request has been forwarded.

Membership Forwarded Email

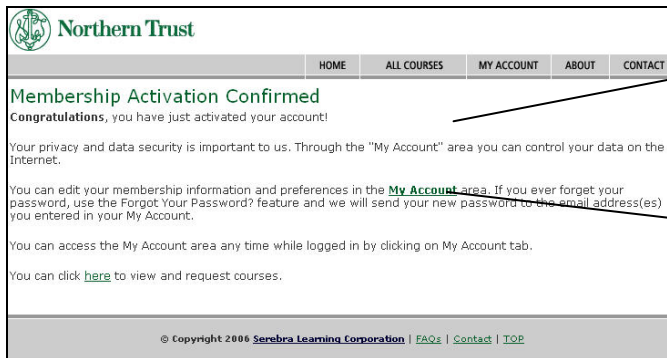
Membership Approved Email



Once the account is approved you'll receive this email notification. You can now log into the site.

Membership Approved Email

Membership Active Confirmation Page



When you log into the site you'll see this confirmation message.

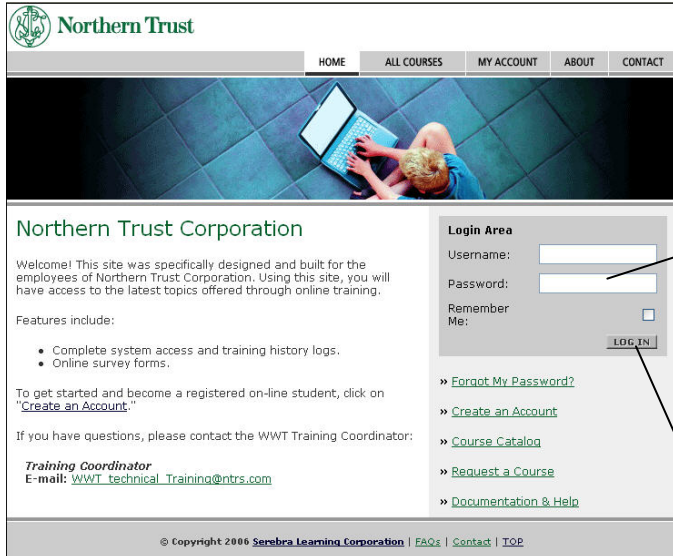
Click the My Account link to continue.

Membership Active Confirmation Page

3. Requesting a Course

The Northern Trust site has been configured to allow learners to self select enrollment into any training course available on the site. The enrollment process includes an approval loop, which requires your manager to grant your access to the requested course.

Logging in to the Campus



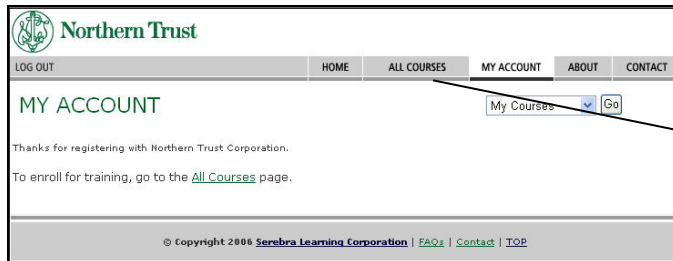
The screenshot shows the Northern Trust Corporation login page. The header includes the Northern Trust logo and navigation links: HOME, ALL COURSES, MY ACCOUNT, ABOUT, and CONTACT. The main content area is titled "Northern Trust Corporation" and includes a welcome message, features list, and links for "Forgot My Password?", "Create an Account", "Course Catalog", "Request a Course", and "Documentation & Help". A "Login Area" on the right contains fields for Username and Password, a "Remember Me" checkbox, and a "LOG IN" button. Annotations with arrows point to the "LOG IN" button and the "Request a Course" link.

Sign in using your Username and Password.

Click "Log In" to log in to the site.

Logging in to the Campus

My Account Page



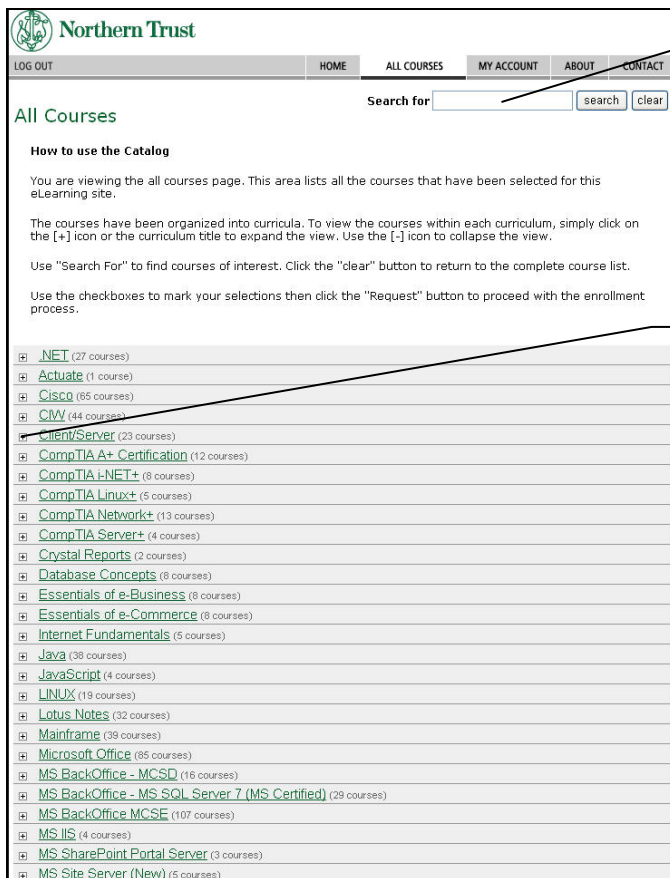
The screenshot shows the Northern Trust Corporation "MY ACCOUNT" page. The header includes the Northern Trust logo and navigation links: LOG OUT, HOME, ALL COURSES, MY ACCOUNT, ABOUT, and CONTACT. The main content area is titled "MY ACCOUNT" and includes a "My Courses" dropdown menu and a "Go" button. An annotation with an arrow points to the "ALL COURSES" link in the header.

Click "All Courses" to start the course request process.

My Account Page

All Courses Page

To find a course you can use the search tool or simply expand the curriculum topics.



Northern Trust

LOG OUT HOME ALL COURSES MY ACCOUNT ABOUT CONTACT

Search for

All Courses

How to use the Catalog

You are viewing the all courses page. This area lists all the courses that have been selected for this eLearning site.

The courses have been organized into curricula. To view the courses within each curriculum, simply click on the [+] icon or the curriculum title to expand the view. Use the [-] icon to collapse the view.

Use "Search For" to find courses of interest. Click the "clear" button to return to the complete course list.

Use the checkboxes to mark your selections then click the "Request" button to proceed with the enrollment process.

- [+] [.NET](#) (27 courses)
- [+] [Actuate](#) (1 course)
- [+] [Cisco](#) (65 courses)
- [+] [C#](#) (44 courses)
- [+] [Client/Server](#) (23 courses)
- [+] [CompTIA A+ Certification](#) (12 courses)
- [+] [CompTIA L-Net+](#) (8 courses)
- [+] [CompTIA Linux+](#) (5 courses)
- [+] [CompTIA Network+](#) (13 courses)
- [+] [CompTIA Server+](#) (4 courses)
- [+] [Crystal Reports](#) (2 courses)
- [+] [Database Concepts](#) (8 courses)
- [+] [Essentials of e-Business](#) (8 courses)
- [+] [Essentials of e-Commerce](#) (8 courses)
- [+] [Internet Fundamentals](#) (5 courses)
- [+] [Java](#) (38 courses)
- [+] [JavaScript](#) (4 courses)
- [+] [LINUX](#) (19 courses)
- [+] [Lotus Notes](#) (32 courses)
- [+] [Mainframe](#) (39 courses)
- [+] [Microsoft Office](#) (85 courses)
- [+] [MS BackOffice - MCSD](#) (16 courses)
- [+] [MS BackOffice - MS SQL Server 7 \(MS Certified\)](#) (29 courses)
- [+] [MS BackOffice MCSE](#) (107 courses)
- [+] [MS IIS](#) (4 courses)
- [+] [MS SharePoint Portal Server](#) (3 courses)
- [+] [MS Site Server \(New\)](#) (5 courses)

Place a course topic in the search box and click search to look for a specific course(s)

Click the + symbol to expand the curriculum to see the individual courses

All Courses Page

All Courses Expanded

Northern Trust

LOG OUT HOME ALL COURSES MY ACCOUNT ABOUT CONTACT

Search for

All Courses

How to use the Catalog

You are viewing the all courses page. This area lists all the courses that have been selected for this eLearning site.

The courses have been organized into curricula. To view the courses within each curriculum, simply click on the [+] icon or the curriculum title to expand the view. Use the [-] icon to collapse the view.

Use "Search For" to find courses of interest. Click the "clear" button to return to the complete course list.

Use the checkboxes to mark your selections then click the "Request" button to proceed with the enrollment process.

- ☐ .NET (27 courses)
- ☐ Actuate (1 course)
- ☐ Cisco (65 courses)
- ☐ CIMV (44 courses)
- ☐ Client/Server (23 courses)
- ☒ **CompTIA A+ Certification (12 courses)**

On-line Courses

Request	Course ID	Course Title	Est. Duration	Web
<input checked="" type="checkbox"/>	IP2000	Basic Concepts of a PC	6 hours	x
<input type="checkbox"/>	IP2010	Installing and Configuring a PC	6 hours	x
<input type="checkbox"/>	IP2020	Operating Systems	6 hours	x
<input type="checkbox"/>	IP2030	Preventive PC Maintenance	6 hours	x
<input type="checkbox"/>	IP2040	Troubleshooting PC Related Problems	6 hours	x
<input type="checkbox"/>	NGE13838	A+ Certification Part 1 - Hardware Fundamentals	7 hours	x
<input type="checkbox"/>	NGE13839	A+ Certification Part 2 - Hardware Installation and Configuration	7 hours	x
<input type="checkbox"/>	NGE13840	A+ Certification Part 3 - Motherboards, Processors, Memory, and Printers	7 hours	x
<input type="checkbox"/>	NGE13841	A+ Certification Part 4 - Operating System Fundamentals	8 hours	x
<input type="checkbox"/>	NGE13842	A+ Certification Part 5 - Operating System Installation and Configuration	7 hours	x
<input type="checkbox"/>	NGE13843	A+ Certification Part 6 - Troubleshooting and Preventive Maintenance	8 hours	x
<input type="checkbox"/>	NGE13844	A+ Certification Part 7 - Network Fundamentals	7 hours	x

- ☐ CompTIA i-NET+ (8 courses)
- ☐ CompTIA Linux+ (5 courses)
- ☐ CompTIA Network+ (13 courses)
- ☐ CompTIA Security+ (4 courses)

Click on the checkbox for the course or courses that you would like the request

Then click on the "Request" button

All Courses Expanded

Request Enrollment Form

Northern Trust

LOG OUT HOME ALL COURSES MY ACCOUNT ABOUT CONTACT

REQUEST ENROLLMENT - Step 1

In order to request enrollment, please complete this form and click 'continue'.

Enrollment Information

First Name: Mark
 Last Name: Iredale
 E-mail: mark.iredale@serebra.com
 Phone: (604) 676-5480

Manager's E-mail: [Your Manager will receive an enrollment request e-mail.]

Course Selection:

IP2000	Basic Concepts of a PC	
<input type="radio"/>	3 months unlimited access	\$30.00
<input checked="" type="radio"/>	12 months unlimited access	\$60.00
NGE13838	A+ Certification Part 1 - Hardware Fundamentals	
<input checked="" type="radio"/>	12 months unlimited access	\$113.00

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Confirm the approving manager's e-mail address is correct

Confirm that these are the courses you want to request.

**Some courses have different license lengths so make sure to place a mark beside the correct length of time.*

Click "Continue" to advance to Step 2

Request Enrollment Form

Request Enrollment Step 2

Northern Trust

LOG OUT HOME ALL COURSES MY ACCOUNT ABOUT CONTACT

REQUEST ENROLLMENT - Step 2

Please confirm your contact information and course details, and click 'Confirm'. Click 'Back' to return to the course selection page.

Confirm Enrollment

First Name: Mark
 Last Name: Iredale
 E-mail: mark.iredale@serebra.com
 Phone: (604) 676-5480

Manager's E-mail: mark.iredale@serebra.com [Your Manager will receive an enrollment request e-mail.]

Course Selection:

IP2000	Basic Concepts of a PC	
	12 months unlimited access	\$60.00
NGE13838	A+ Certification Part 1 - H	
	12 months unlimited access	\$113.00

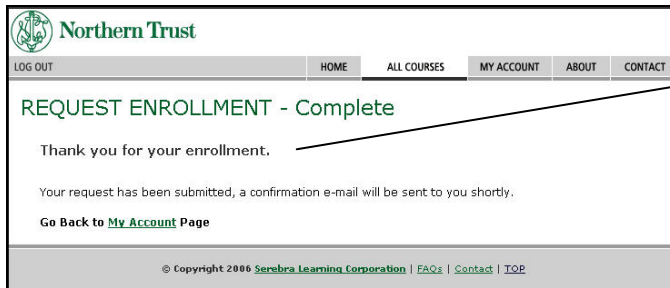
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Confirm the enrollment request is correct.

Click "Confirm" to submit the request to your manager

Request Enrollment Step 2

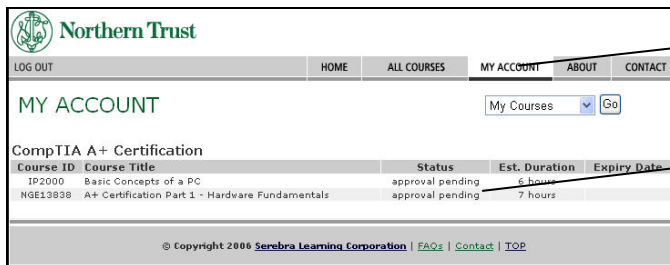
Registration Complete page



Once your manager approves the course you will be able to start your training

Registration Complete page

Before Manager Approval



List of Courses in your "My Account" page

The status of the course shows "approval pending"

Before Manager Approval

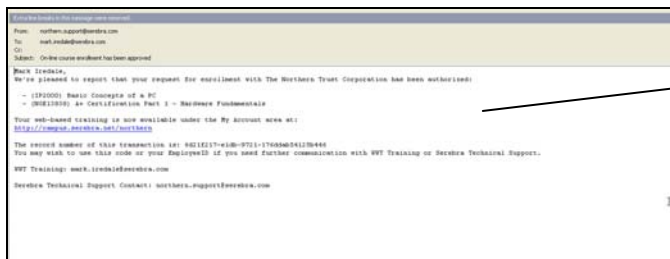
Course Request was Forwarded Email



You'll receive this confirmation email.

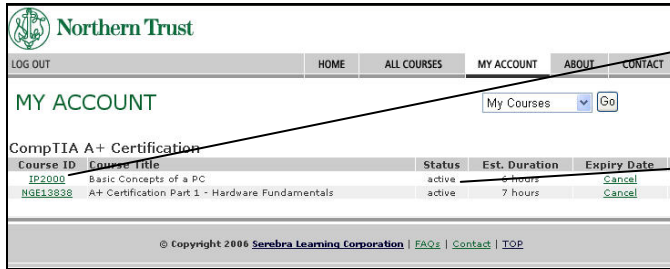
Course Request was Forwarded Email

Course Approved Email



Once the request is approved you'll receive this notification email. You can now start using the course

Course Approved Email

After Manager Approval

The screenshot shows the Northern Trust user account interface. At the top, there is a navigation bar with links: LOG OUT, HOME, ALL COURSES, MY ACCOUNT (highlighted), ABOUT, and CONTACT. Below this, the 'MY ACCOUNT' section is displayed, featuring a 'My Courses' dropdown menu and a 'Go' button. A table titled 'CompTIA A+ Certification' lists available courses. The table has columns for Course ID, Course Title, Status, Est. Duration, and Expiry Date. Two courses are listed: 'Basic Concepts of a PC' (Course ID: 1P2000, Status: active, Est. Duration: 4 hours, Expiry Date: Cancel) and 'A+ Certification Part 1 - Hardware Fundamentals' (Course ID: NGF13832, Status: active, Est. Duration: 7 hours, Expiry Date: Cancel). A line points from the 'Click the Course ID to launch the course' annotation to the '1P2000' Course ID. Another line points from the 'The status of the course shows "active"' annotation to the 'active' status in the first row. The footer contains copyright information: © Copyright 2006 Serebra Learning Corporation | FAQs | Contact | TOP.

Course ID	Course Title	Status	Est. Duration	Expiry Date
1P2000	Basic Concepts of a PC	active	4 hours	Cancel
NGF13832	A+ Certification Part 1 - Hardware Fundamentals	active	7 hours	Cancel

Click the Course ID to launch the course

The status of the course shows "active"

After Manager Approval

4. Launching a Course

My Account Page

Click the Course ID to proceed to the course launch page.

My Account Page

Course Launch Page

Click to view the course outline

Click to check Browser and Plug-in Requirements for this course

Click to launch course

Click to complete a course evaluation of the course

Click to report an error with running the course

Course Launch Page

5. Additional Campus Site Areas

About Page

Northern Trust

LOG OUT HOME ALL COURSES MY ACCOUNT ABOUT CONTACT

ABOUT

Introduction

Welcome to Northern Trust Corporation, a partnership between [Northern Trust Corporation](#) and [Serebra Learning Corporation](#).

After extensive research on suppliers of technology based training "TBT", we have chosen Serebra Learning Corporation due to the quality of their courses, pricing and services they offer.

Investing in your future with TBT can:

- Make you more efficient in your current job
- Help you keep up with new technology demands for your current job
- Provide you technology refresher opportunities after a long break
- Open up new job opportunities

TBT allows you to learn anything, anytime, anywhere in a way that is more cost-effective, efficient, and convenient than traditional instructor led training.

We are confident that you will find Serebra Learning Corporation's "Best Of Class" approval process valuable as you will now be able to invest in TBT and feel confident knowing that this website offers you the best courses to achieve your goals in the shortest amount of time. If you have any questions please do not hesitate to contact us with questions or concerns.

A Message from the President of Serebra Learning Corporation

All Serebra employees join me in welcoming [Northern Trust Corporation](#) as a partner with [Serebra Learning Corporation](#). We are confident that this partnership will be of great benefit.

Sincerely,
Ted Moorhouse
President, Serebra Learning Corporation

"Best Of Class" Approval process

All of the Serebra TBT courses on this site must meet the following standards:

- Highly interactive
- Pre-evaluations - learn only what you need to learn
- Testing throughout - ensure you are learning
- Post-testing - ensure you have learned the topics covered
- Simulations - to ensure you can do it

Our 19 years experience in creating and aggregating course content is the key to our "Best of Class" approval process.

We are constantly researching TBT courses to ensure you have the best TBT content available on one website.

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Northern Trust Link
Click to see the Northern Trust Page

Serebra Learning Link
Click to see Serebra Learning Corporation home page

About Page

Contact Page

Fill out this form to contact customer support

Click to see the Documentation and Help section

This is the e-mail address and phone number to contact Technical Support

These are the hours of Technical support

Click e-mail link to contact your training administrator

Contact Page

Documentation and Help Page

Click to see the Frequently Asked Questions

Click to Contact Technical Support

Click to test your PC for Popup-Blocker compatibility

Click to read our Popup-Blocker Documentation

Documents and Help Page

Popup-Blocker Test

Northern Trust

LOG OUT HOME ALL COURSES MY ACCOUNT ABOUT CONTACT

DOCUMENTATION & HELP

POPUP-BLOCKER TEST

[[Click here to view our online Popup Blocker documentation](#)]

The popup test is an interactive **popup test** that will check the quality of your popup blocker.

Because the test opens different popup windows, it may be tempting to manually close them. Please allow the test time to close these windows on its own (should only take a few seconds). Some tests may require your input, so please be aware and follow the instructions in order to make the popup test as accurate as possible.

[More details](#)
[Guide to configuring your popup blocker](#)

[Click here to START the popup test](#)

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Click to view the online Popup Blocker Documentation

Click to see more about the Standard Popup Testing Details

Click to see a guide on configuring your popup blocker

Click to start the popup blocker

Popup-Blocker Test

Popup-Blocker Document

Northern Trust

LOG OUT HOME ALL COURSES MY ACCOUNT ABOUT CONTACT

DOCUMENTATION & HELP

POPUP-BLOCKER DOCUMENTATION

Serebra Learning Corporation uses popup windows to run our courseware. If you currently have a popup blocker installed and configured to block all popups, you will not be able to run Serebra courseware.

If your popup blocking software allows you to add trusted sites, you should configure your popup blocker to allow our site.

If your popup blocker software does not allow for configuration, try holding down the <Ctrl> key when launching the courseware to temporarily disable the popup blocker. This feature works for many popup blockers.

For firewall, anti-virus or other security software that has been installed from a network system, you should contact your Network Administrator.

This document covers the following popular popup blockers:

- [Internet Explorer 6](#) (Windows XP Service Pack 2)
- [Netscape 7.1](#)
- [Mozilla Firefox](#)
- [MSN Popup Guard](#)
- [Google Toolbar](#)
- [Yahoo Toolbar](#)
- [Zone Alarm](#)
- [Norton Internet Security 2003 to 2006](#)

If you use a different popup blocker, please read the documentation, as most popup blockers use similar mechanisms for configuring the trusted site list that may be applicable to your software.

If you still cannot configure your popup blocker, the software vendor should have instructions on their web site.

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Click the link to review our documentation about these different popup blockers

Popup-Blocker Document

6. Trouble Shooting and Technical Support

Popup-Blocker

When you click on the course launch link a new browser window should open for the course. If nothing happens, a pop up blocker or firewall setting is likely blocking the course window. Try holding down the <Ctrl> key while launching the course to temporarily disable the pop-up blocker. If this does not work, you can find more information on the popup blocker document page by clicking on the link below:

<http://campus.serebra.net?p=popupdoc&s=gffg>

Technical Requirements

What are the system minimum requirements?

PC	: Pentium 233 or higher
Memory	: minimum 64 MB RAM minimum (128 MB RAM recommended)
Operating System	: Windows 95/98/NT4/2000/XP
Browser	: Microsoft Internet Explorer 4.01 or higher
Screen Resolution	: 800x600 resolution at 16-bit color depth
Audio	: Optional
Internet Connection	: Minimum 56Kbs

Plug-ins

Some of the courses may require certain plug-ins. The course launch page will help you determine which plug-ins are required.

Below is a list of links from which the different plug-ins can be downloaded if necessary.

Java Plug-in

http://www.java.com/en/download/windows_automatic.jsp

Shockwave Player:

<http://sdc.shockwave.com/shockwave/download/download.cgi>

Shockwave Xtra's

You can get the course.x32 and keycapture.x32 files and instructions from here:

<http://www.serebra.com/support/faqs/#4000>

Flash Player:

http://www.macromedia.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash

Contact Information

We have designed this Northern Trust Campus site specifically for the people of Northern Trust.

For technical support or to report errors while using this website, please contact:

E-mail: northern.support@serebra.com.
Phone: 1 888 546.7704
Hours: 7:00 AM to 5:00 PM (Pacific)
15:00 to 01:00 (GMT)

Northern Trust Training Coordinator

To request access to the Northern Trust Campus, please contact your training coordinator to request an account:

E-mail: WWT_technical_Training@ntrs.com

