InsurAcademy | Agent Development Program

AGENT DEVELOPMENT PROGRAM

NORTH CAROLINA

Resource Guide

Contents

Welcome to the Agent Development Program

We're excited to support you as you invest in your professional growth and develop new skills to help you succeed. Whether you are just getting started or continuing your learning journey, this guide is designed to help you quickly navigate the program, access valuable resources, and make the most of everything available to you. Use the quick-start instructions below to get up and running with confidence.

How to Log In

Log in to your team page, explore available courses, and access courses that have been assigned to you.

Quick Steps:

1. Navigate to https://www.iianc.com/
2. Click Login.
3. Enter your Username and Password.
4. Click Sign In.
5. Hover over Education in the navigation menu and click MY LEARNING CENTER.
6. Click Access My Team Page.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to Search for a Course

Search for a course once you are logged into your IIANC.com account.

Quick Steps:

1. Log into your IIANC.com account.
2. Hover over Education in the main navigation to open the menu.
3. Click on FIND A COURSE.
4. Click "View Agent Development Program Courses and Enroll" button. NOTE: You must be logged into IIANC.com to see the "Part of the Agent Development Program?" header and the "View Agent Development Program Courses and Enroll" button.
5. Use keywords, Min CE Hours, or Category to search for courses.
6. Click View Course to open a summary of the course and a registration button.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
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How to Enroll in Courses

Enroll in a course in the Agent Development Program catalog.

Quick Steps:

1. Log into your IIANC.com account.

2. Hover over Education in the main navigation to open the menu.
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5. Use keywords, Min CE Hours, or Category to search for courses.
6. Click View Course to open a summary of the course and a registration button.
7. Click the Register Online button and follow the prompts.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
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How to Add Users (Instructions for Agency Owners/Principals)

Due to the Single Sign On feature of IIANC.com accounts, Users are added to your Team when your Team members log into their Learning Center. Therefore, your agency staff roster must be up to date with IIANC.

Quick Steps to add, edit, transfer or remove employees from your agency staff roster:

1. Log into your IIANC.com account.
2. Click on your name in the upper right corner.
3. Scroll down and click on My Agency/Company Info.
4. As an agency admin, you can update agency contact information.
5. Expand the employee list along the bottom blue line to edit, transfer or remove employees from your staff roster.
6. Add new employees with the blue Add New Employee button above the employee list.

Additional Support:
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Overview

The Agent Development Program powered by InsurAcademy provides customized learning for new agents and those seeking professional growth. It features self-paced courses, industry expert-led webinars, interactive learning, and a Mentor Program with one-on-one support and group sessions on relevant topics.

Contact Information

For questions or concerns, contact Education@TheInsurAcademy.com, 919-755-0847.

Course Information

Our curriculum provides expert guidance and instruction for growth-focused agents.

Take a closer look by downloading our Curriculum from our ADP Resources folder to view all the available Learning Plans and Courses designed to support your agents' professional growth.

Look at a more detailed version of the curriculum by downloading our Course Catalog.

Webinars

Stay current with live and recorded webinars led by industry experts. Topics covered include technical insurance knowledge, workflow best practices, and professional development designed to support agents at every stage of their careers. You will receive monthly webinar invitations by email, including instructions for registering and joining these live events.

Mentor Program

The Mentor Program is designed to ensure new Account Managers thrive by providing expert industry knowledge, essential soft skills development, and valuable resources to elevate success. This program offers personalized, virtual one-on-one mentorship and quarterly group sessions.

Learn more about the Mentor Program and access it by selecting the "Mentor Program Interest Form" tile on your Team Page. On the form, provide information about what you hope to accomplish with mentorship. Also, your name and contact information will be added to a list to receive invitations for the virtual quarterly group sessions.

Hiring Assessments

InsurAcademy provides free access to unlimited Wonderlic Select hiring assessments - a powerful tool that helps agencies streamline the hiring process, reduce turnover, and confidently select top-performing candidates for every role. See How to Use Wonderlic Hiring Assessments for more information. If you would like to take advantage of this feature and did not request a Wonderlic account when you subscribed to the Agent Development Program, please email Education@TheInsurAcademy.com to request account setup.

Knowledge Assessments

Help identify an agent's current knowledge, uncover strengths and skill gaps, and generate personalized course recommendations to guide development. Supervisors also receive an email summary of results to support coaching and performance conversations. See more detailed results with questions and selected responses in How to View Knowledge Assessments Reports.

Knowledge Assessments are available for Personal Lines and Commercial Lines. Users find and register for the Assessments in the Agent Development Program's online course catalog. Topics covered in each assessment are listed in the table below.

Personal Lines	Commercial Lines 1	Commercial Lines 2	Commercial Lines 3	Commercial Lines 4
HO Liability Basics HO Property Basics Dwelling Property Program HO Policy Conditions HO-3 (2011 Ed.) HO-4 (2011 Ed.) HO-6 (2011 Ed.) Comparing HO-4 vs HO-14 Personal Auto Policy Basics Insurance To Value Basics Personal Umbrella Basics Personal Articles Floater Watercraft Coverage Basics	Mastering Certificates of Insurance: Best Practices for Risk Management and Client Protection Surety Bonds Basics Insureds, Additional Insureds and Legal Liability Commercial Policy Conditions	Business Auto Policy Basics CGL Coverages and Exclusions CGL Products-Completed Operations Commercial General Liability Core Concepts CGL Exclusions Commercial Auto Declarations, Classifications and Rating Owners and Contractors Protective Liability (OCP) Introduction to Commercial Umbrella	Workers Compensation Core Principles Workers Compensation Coverages Workers Compensation Premium Development Introducing BOP Property Coverages Introduction to BOP Liability Coverages	Understanding Business Income and Extra Expense Commercial Property Basics Commercial Property Basics: COPE Underwriting Commercial Property Basics: Coverages Commercial Property Basics: Rating Commercial Property Basics: Valuation

Role-Based Learning Paths

Accelerate onboarding and professional growth with structured learning paths designed for

Personal Lines CSR

Commercial Lines CSR

Multi-Line CSR

Employee Benefits

Interns & Unlicensed Staff

New Managers & Team Leads

Each learning path includes curated courses, recommended pacing, and a clear roadmap that helps learners build confidence and progress toward role-specific goals.

Users can find and register for Role-Based Learning Paths in the Agent Development Program's online course catalog.

Custom Agency Training

Enhance your team's learning experience by adding custom agency training directly to the Learning Center. This feature allows Team Managers to upload agency-specific training, resources, and materials to support onboarding, ongoing professional development, compliance initiatives, and more. Step-by-step instructions are included below as well as in the Custom Agency Training course shell.

If you wish to take advantage of this feature, contact Education@TheInsurAcademy.com to set up your agency's Custom Agency Training course shell.

All Users: How to Navigate Your Learning Center

How to Log In

Log in to your team page, explore available courses, and access courses that have been assigned to you.

Quick Steps:

1. Navigate to https://www.iianc.com/
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5. Use keywords, Min CE Hours, or Category to search for courses.
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How to Enroll in Courses

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5. Use keywords, Min CE Hours, or Category to search for courses.

6. Click View Course to open a summary of the course and a registration button.
7. Click the Register Online button and follow the prompts.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to Access Courses You've Enrolled In

Access the courses in which you've enrolled.

Quick Steps:

1. Log into your IIANC.com account.
2. Hover over Education to reveal the navigation menu and click on MY LEARNING CENTER.
3. Three ways to access your courses:
    a. View My Courses at the bottom of the landing page.
    b. Click on Access My Team Page button, click on My Enrolled Courses button, select Courses tab.
    c. Hover over your name, select My Profile, select My Activity tab, select Courses tab.
4. Click the course you wish to access.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to Search and Register for a Webinar

Search and register for webinars.

Quick Steps:

1. Log into your IIANC.com account.
2. Hover over Education in the main menu and click on FIND A COURSE.
3. Click "View Agent Development Program Courses and Enroll" button. NOTE: You must be logged into IIANC.com to see the "Part of the Agent Development Program?" header and the "View Agent Development Program Courses and Enroll" button.
4. Use keywords, Min CE Hours, or Category to search for courses.
5. Select the Webinar.
6. Click View Course to open a summary of the Webinar and a registration button.
7. Once the registration steps are completed, you will receive Registration Confirmation and Registration Reminder emails from the Learning Center with a blue Join button to use at the time of the event.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to Join a Live Webinar

Join a webinar at the time of the event.

Quick Steps:

1. Click on the blue Join button in your Registration Confirmation or Registration Reminder emails (you will receive a Registration Confirmation email upon registering for the webinar and Registration Reminder emails 5 days, 1 day, and 1 hour prior to the event).
2. If you're not already signed into your IIANC account, click on IIANC Sign In.
3. Once logged in, you will be taken to the webinar's landing page in the Learning Center.
4. A blue "Join" button will appear 30 minutes before the specified start time. When it is within 30 minutes of the webinar start time, click on Join to access the live webinar.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to Access Webinar Recordings

Access webinar recordings after the live events have ended.

Quick Steps:

1. Log into your IIANC.com account.
2. Hover over Education in the main navigation menu and click on MY LEARNING CENTER.
3. Click on Access My Team Page.
4. Scroll down to Explore Our Courses and select the Recorded ADP Webinars tile.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to View Progress and Activity

See your activity and progress for courses you've enrolled in.

Quick Steps:

1. Log into your IIANC.com account.
2. Hover over Education in the main navigation menu and click on MY LEARNING CENTER.
3. Hover over your name and select My Profile.
4. Select My Activity tab.
5. Select the Courses tab to see your activity and progress for the courses in your Learning Center.
6. Click the caret beside the course title to view all items in that course.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to Access the Help Center

For additional self-help support in your Learning Center, click the blue question mark icon on the bottom right corner of any page to open the Help Center.

How to Access the Mentor Program

You can access the Mentor Program by clicking on the “Mentor Program Interest Form” tile on your Team Page or by clicking the link below. You will provide information about what you hope to accomplish with mentorship. Also, your name and contact information will be added to a list that receives invitations for quarterly group sessions.

Mentor Program Interest Form

Team Managers: How to Navigate Your Learning Center

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4. As an agency admin, you can update agency contact information.
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6. Add new employees with the blue Add New Employee button above the employee list.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to Assign Content to Team Members

Assign content, such as Custom Agency Training to your team members.

Quick Steps:

1. Inside the Learning Center, click on your team's name beside the wrench in the main navigation to access the Team Manager's area.
2. Select the Content tab.
3. Select the content you want to assign to your team member(s) and click Assign.
4. Click Add User to find and select team members to assign to this item. NOTE: If team members are missing from the available list, they will need to log into their Learning Center to be added to your Team.
5. Click the X beside any team member's name you wish to remove from the assignment list.
6. Click Update to confirm. Once updated, team members will be able to access the content immediately. They will find it listed on the bottom of their Team Page or under the Activity, then Courses, tabs inside their Profile.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to Generate Reports

Team reports contain data for all team member activity on team accessed content.

Quick Steps:

1. Inside the Learning Center, click on your team's name beside the wrench in the main navigation to access the Team Manager's area.

2. Select the Reports tab.
3. Select a report type.
4. Adjust the date range if needed. Date ranges include Last 30 Days, This Year, All-Time, and Custom date range.
5. Click on Reload Reports to apply the filter and view changes.
6. Search within a report. To search for a specific team member or content item, use the search box.
7. Click a blue caret icon next to a value within the report to drill down for more information.
8. Export any report by clicking the Export button.
9. Detailed Exports is an option for some reports. Detailed exports contain more information, such as a breakdown of individual user items completed or certificates completed. This option is useful if you need a closer look at team member progress.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to View Knowledge Assessments Reports

View detailed Knowledge Assessment questions and responses.

Quick Steps:

1. Inside the Learning Center, click on your team's name beside the wrench in the main navigation to access the Team Manager's area.
2. Select the Reports tab.
3. Select the Assessments tab.
4. Adjust the Date Range if needed and click the gold Reload Reports button to refresh the report.
5. Search for the Assessment using the Search box.
6. Click the blue caret beside the number listed in the "Average Score %" column to reveal a list of your users who have taken the Assessment.
7. Click on the blue caret beside the number listed in the "Score %" column to reveal the list of questions, the question types, whether they answered them correctly, and the answers they chose.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to View Users' Activity

View individual users' activity, including Certificates, Courses, Learning Paths, and more.

Quick Steps:

1. Inside the Learning Center, click on your team's name beside the wrench in the main navigation to access the Team Manager's area.
2. Select the Users tab.
3. Click View Activity.

4. Select an Activity tab.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to Use Teams Dashboards

The Teams Dashboard hosts additional reports and visual representations of team data allowing you to visualize and analyze data on team member engagement and team content across your site.

Quick Steps:

1. Inside the Learning Center, click on your team's name beside the wrench in the main navigation to access the Team Manager's area.
2. Select the Dashboard tab.
3. Access a very good Dashboards explainer video by clicking on "help docs."
4. Scroll to the end of the Help Doc and click on Example Video. The short video is a great introduction to all the charts on the dashboard and how to interact with them.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to Add Custom Agency Training

Use the Custom Agency Training course shell found under the Content tab in the Team Manager's area to add custom agency training and resources.

If you wish to take advantage of this feature, contact Education@TheInsurAcademy.com to set up your agency's custom course shell.

Quick Steps:

1. Inside the Learning Center, click on your team's name beside the wrench in the main navigation to access the Team Manager's Area.
2. Select the Content tab.
3. Select the "CUSTOM - <agency name> - Custom Agency Training" course.
4. Add content to the course shell using sections as folders to organize resources.
5. Follow the instructions in the description inside the course shell to add materials, including links, documents, presentations, assignments, and assessments.

Additional Support:
Step-by-Step Instructions with Thumbnails. Detailed instructions are found in the Appendix.
Instructional Video

Team Managers: How to Use Wonderlic Hiring Assessments

If you wish to take advantage of this feature and did not request a Wonderlic account when you subscribed to the Agent Development Program, please email Education@TheInsurAcademy.com to request account setup.

How to Add a Job Opening in Wonderlic

Create a job posting.

Quick Steps:

1. Click on Add Job Opening.
2. Type "insurance customer service."
3. Click on Find Scoring Profile.
4. Click on Accept Scoring Profile.
5. Click on Add Job Opening.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to Navigate Job Openings and Other Resources

Navigate job openings and other resources in Wonderlic.

Quick Steps:

1. Type "Job Title."
2. Click on search.
3. Click on the job you want to review.
4. Click on candidate name.
5. Click on Interview.
6. Click on Interview.
7. Click on Question 1.
8. Click on New Hire Success Tips.
9. Click on New Hire Success Tips.
10. Click on Onboarding and Training.
11. Click on New Hire Success Tips.
12. Click on Management and Coaching.
13. Click on New Hire Success Tips.

Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

How to Review Candidate Scoring Profile

Review the candidate scoring profile.

Quick Steps:

1. Click on IIANC Technology Consultant.
2. Click on John Petersen.
3. Click on Results.
4. Click on Results.
5. Click on Results.

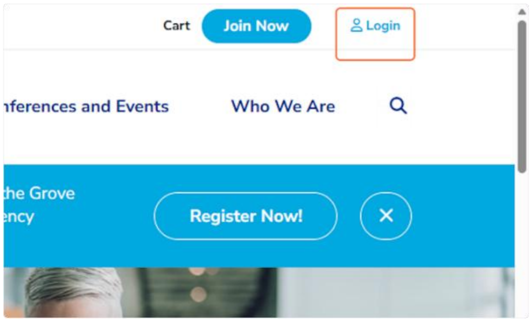
Additional Support:
Step-by-Step Instructions with Thumbnails, also found in the Appendix.
Instructional Video

Appendix: Step-by-Step Visual Guides

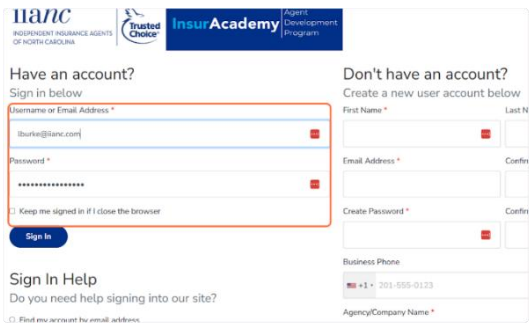
How to Log In

1. Log in using this URL: https://www.iianc.com/

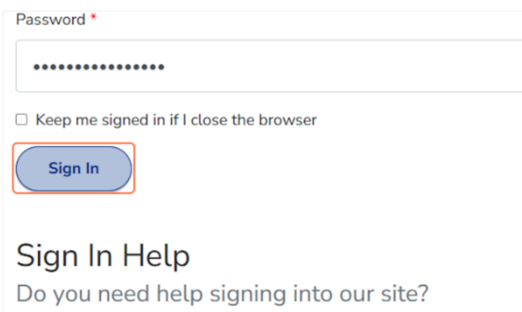
2. Click on Login



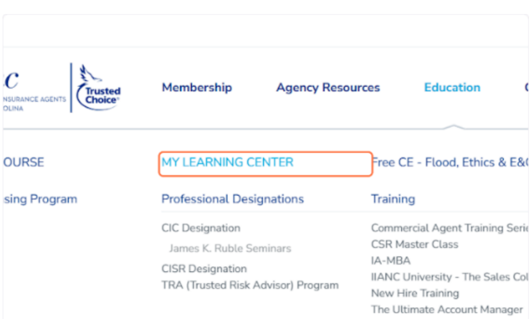
3. Enter your Username and Password



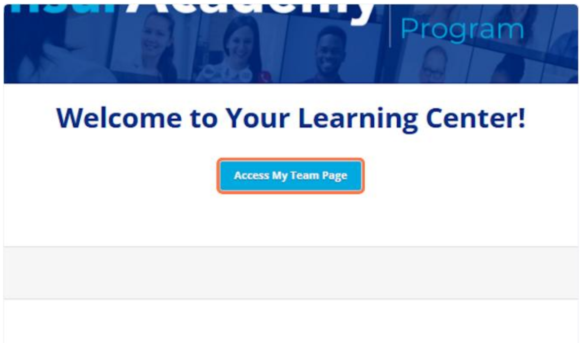
4. Click on Sign In



5. Hover over Education in the navigation menu and Click on MY LEARNING CENTER



6. Click on Access My Team Page



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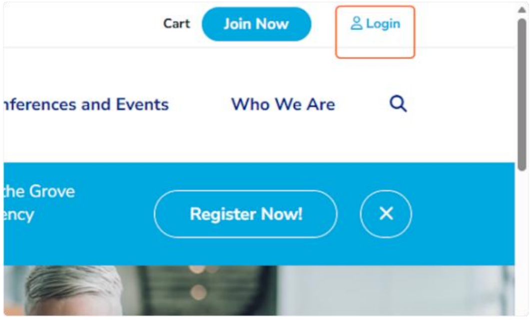

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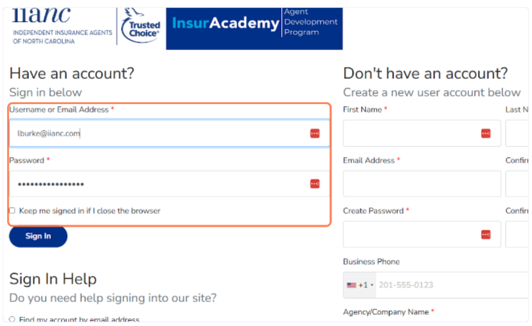

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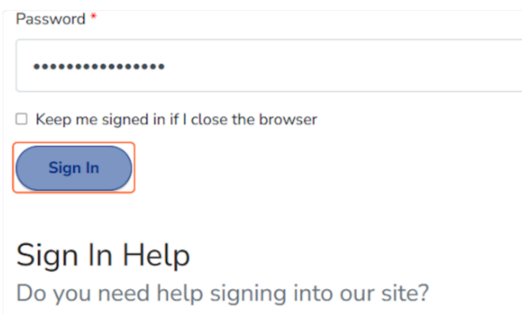
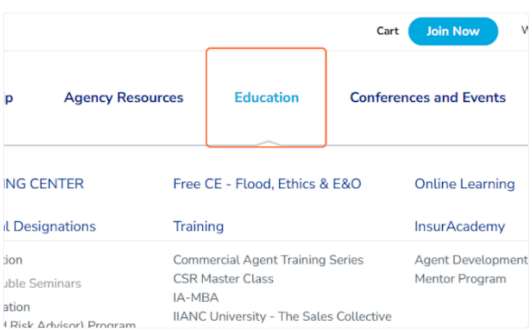


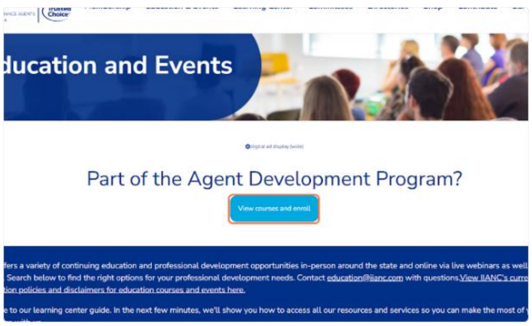
5. Hover over Education in the main navigation to open the menu



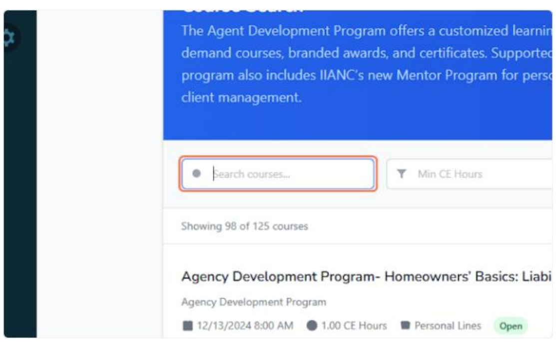
6. Click on FIND A COURSE

7. Click on View courses and enroll

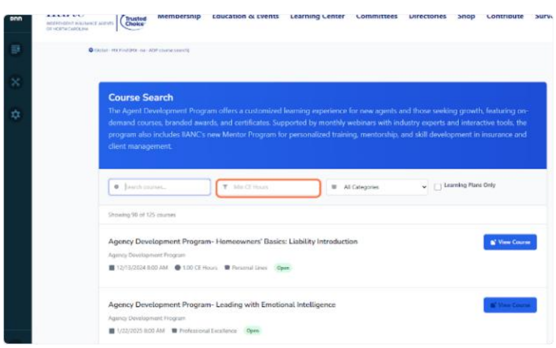
NOTE: You must be logged into iianc.com in order to see the "Part of the Agent Development Program?" header and "View courses and enroll" button!



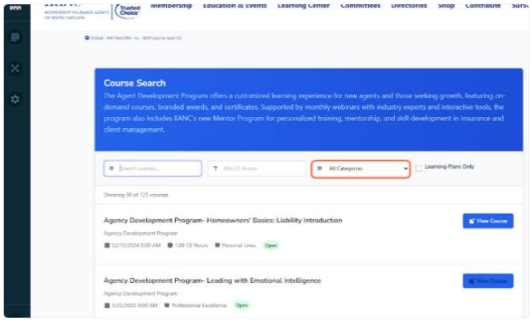
8. Click on Search courses...Use keywords to search



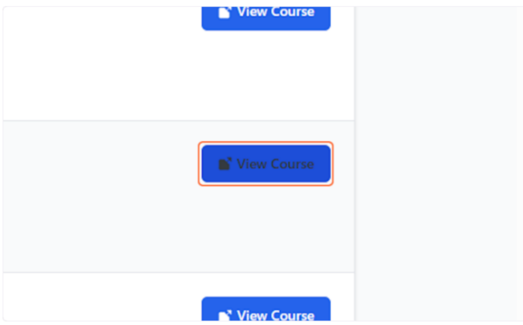
9. Click on Min CE Hours to filter by the number of CE Hours offered



10. Or filter your search by Category by using the pull-down option



11. Find a course and click on View Course to open a summary of the course, and a button to register for the course



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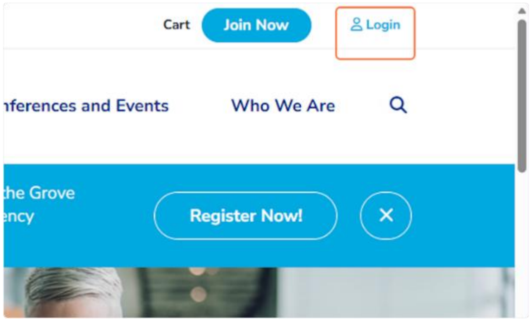
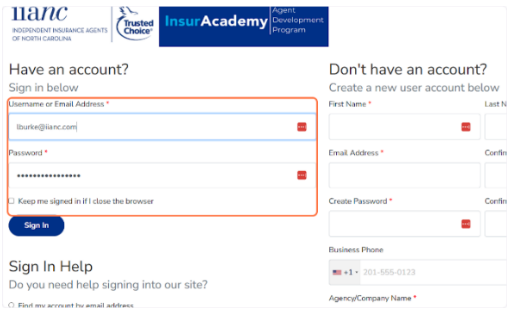


3. Click on Username or Email Address *...



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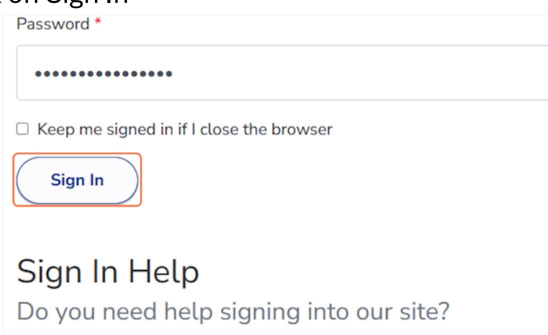
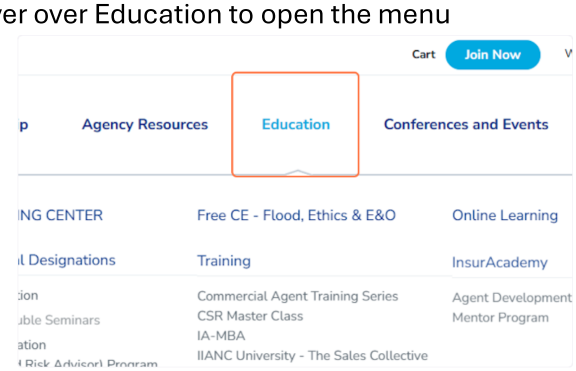


5. Hover over Education to open the menu



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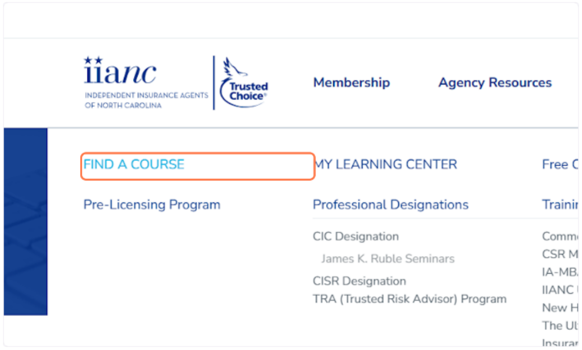

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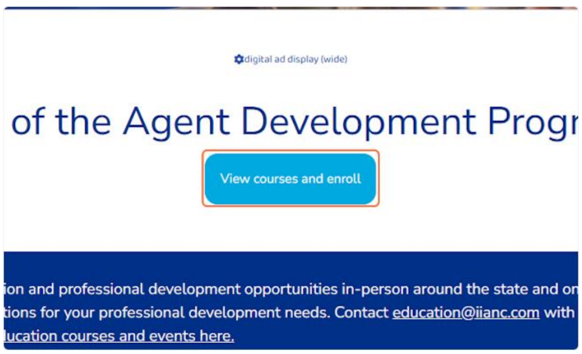

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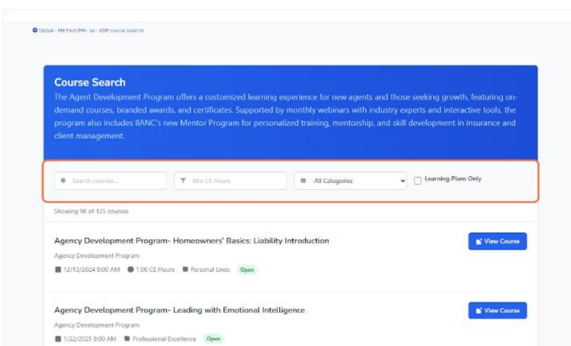
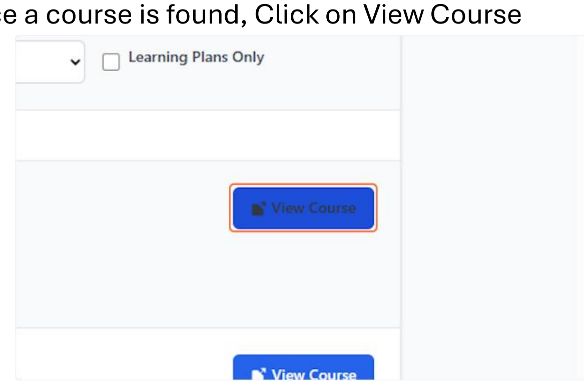
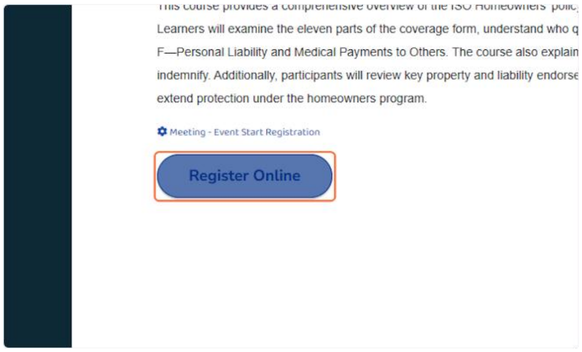


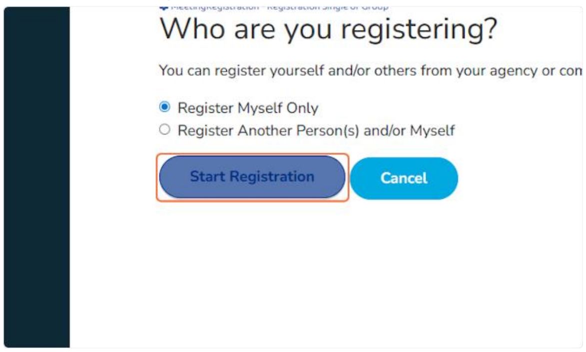
9. Once a course is found, Click on View Course



10. Click on Register Online



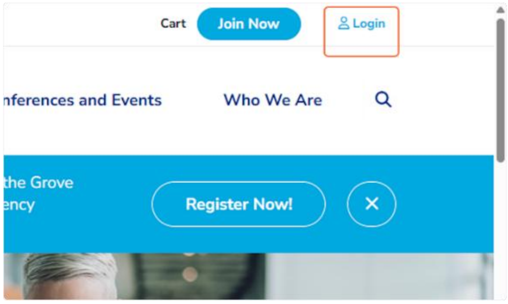
11. Click on Start Registration



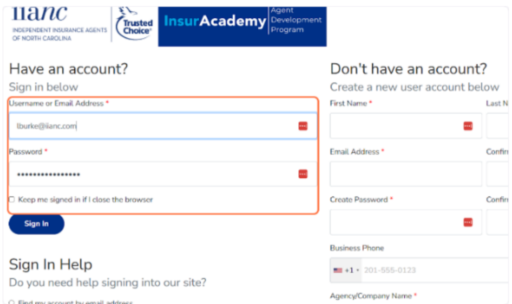
How to Access Courses You've Enrolled In

1. Log in using this URL: https://www.iianc.com/

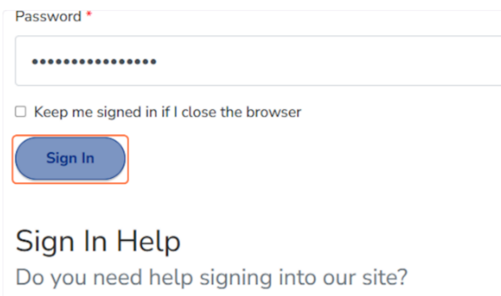
2. Click on Login



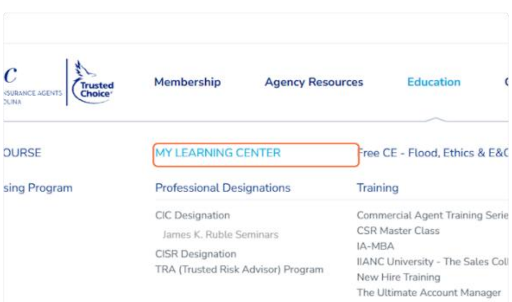
3. Enter Username and Password



4. Click on Sign In

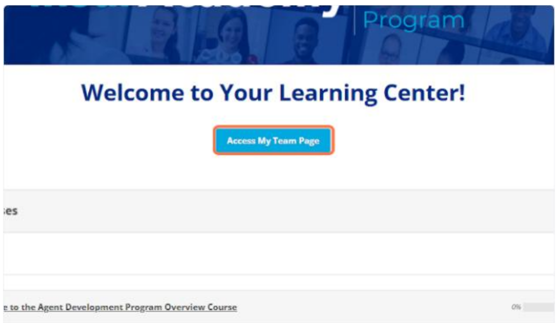


5. Hover over Education to reveal the navigation menu and click on MY LEARNING CENTER

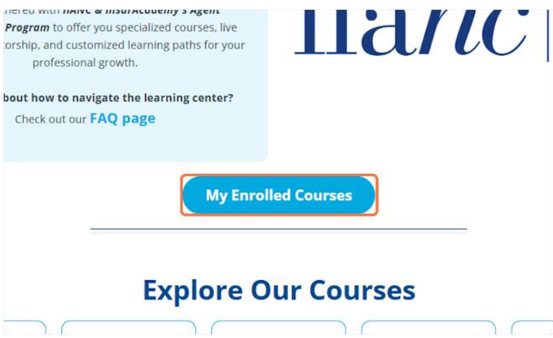


6. View My Courses at the bottom of the page

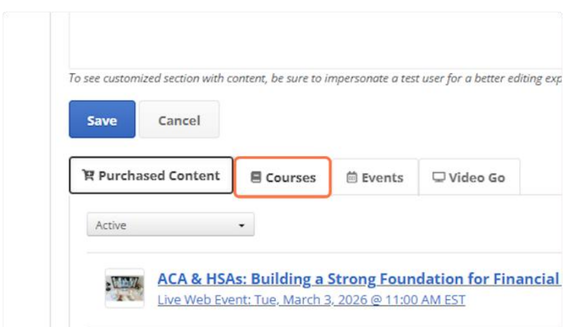
7. ANOTHER WAY TO VIEW YOUR COURSES IS… Click on Access My Team Page



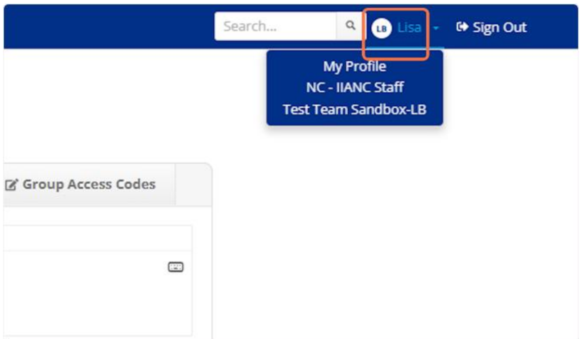
8. Click on My Enrolled Courses



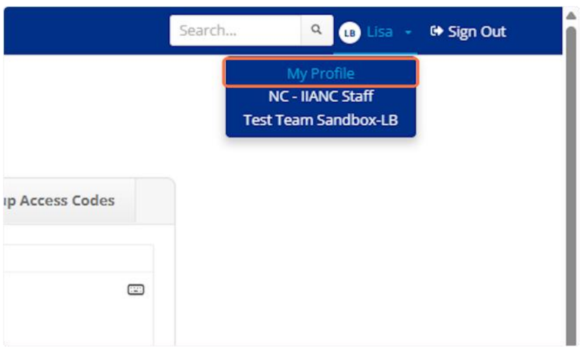
9. Click on Courses



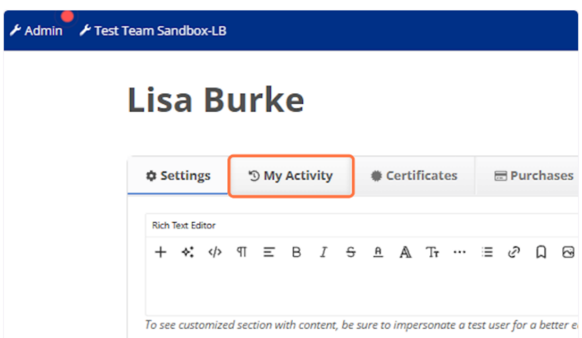
10. ANOTHER WAY TO VIEW YOUR COURSES IS... Click on on your username in the top right



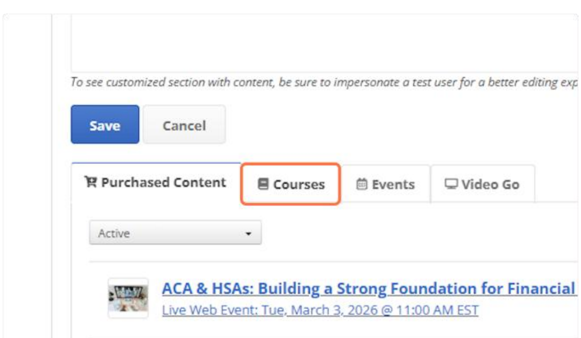
11. Click on My Profile



12. Click on My Activity



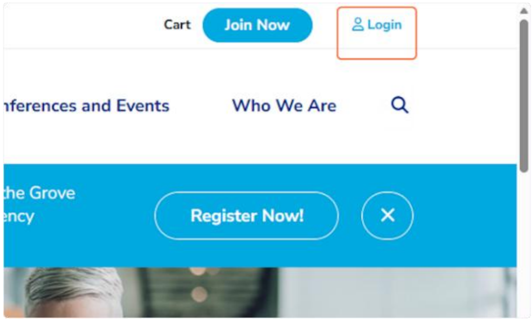
13. Click on Courses



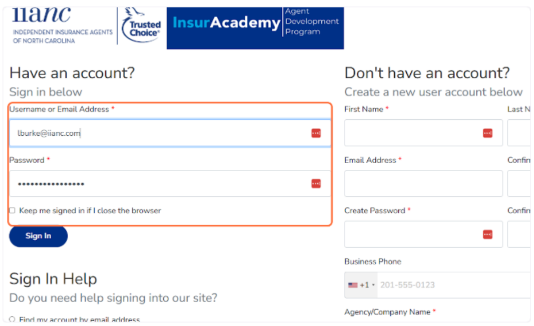
How to Search and Register for a Webinar

1. Log in using this URL: https://www.iianc.com/

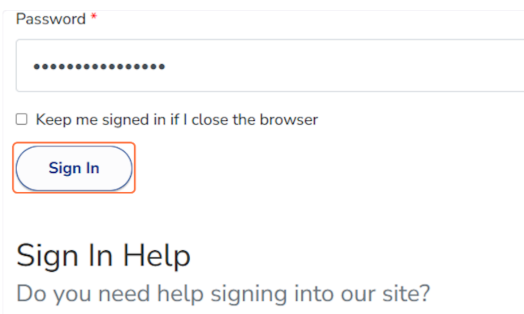
2. Click on Login



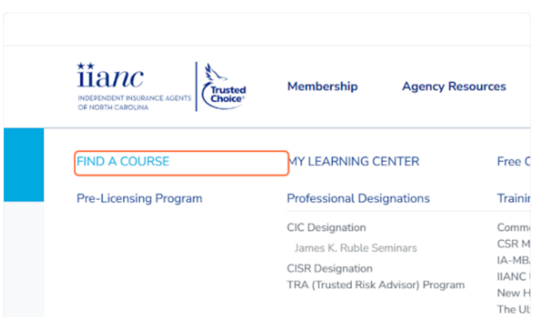
3. Enter your Username and Password



4. Click on Sign In



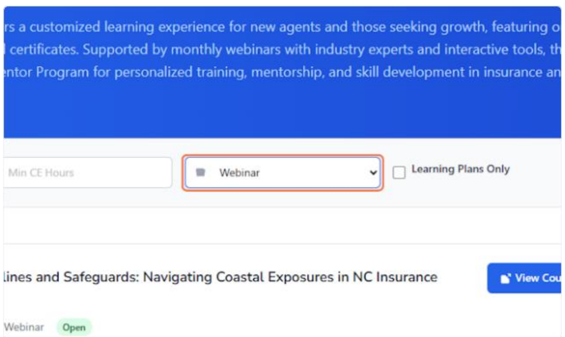
5. Hover over Education in the main menu and Click on FIND A COURSE



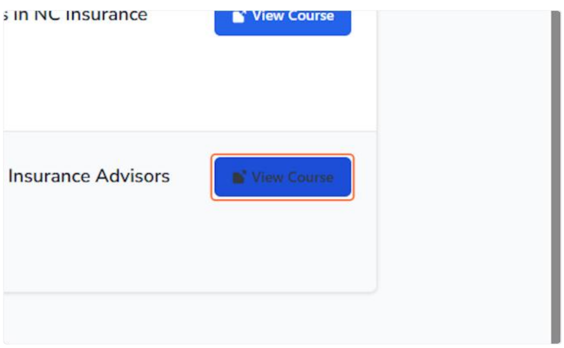
6. Click on View courses and enroll

NOTE: You must be logged into iianc.com to see this button!

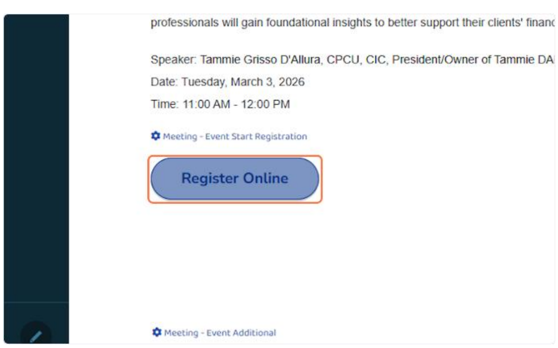
7. Select Webinar



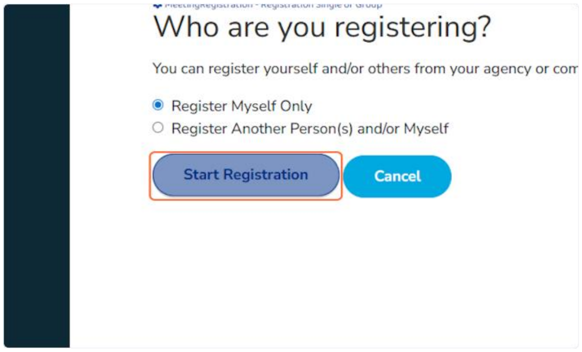
8. Find a webinar you'd like to join and Click on View Course



9. Click on Register Online



10. Click on Start Registration and complete the steps.

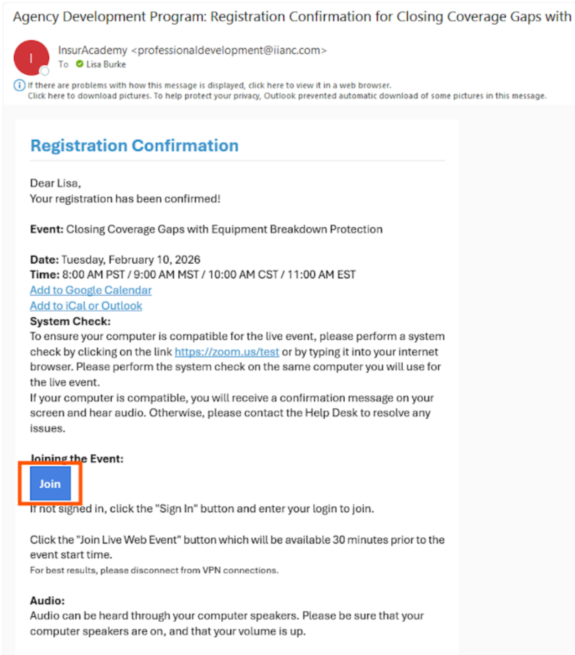


11. Once the registration steps are completed, you will receive a Registration Confirmation and Registration Reminder emails from the Learning Center with a blue Join button to use at the time of the event.

How to Join a Live Webinar

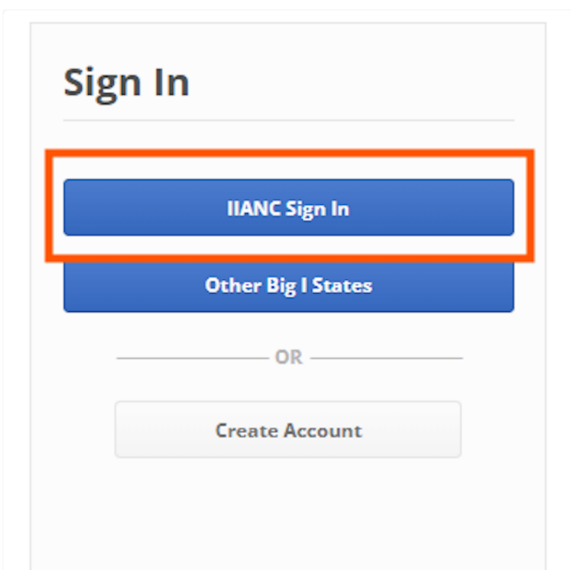
1. Click on the blue Join button in your Registration Confirmation or Registration Reminder email

You will receive a Registration Confirmation email upon registering for the webinar. You will also receive Registration Reminder emails 5 days, 1 day, and 1 hour prior to the event.



2. Click on IIANC Sign In to log into your IIANC account, if you're not already signed in

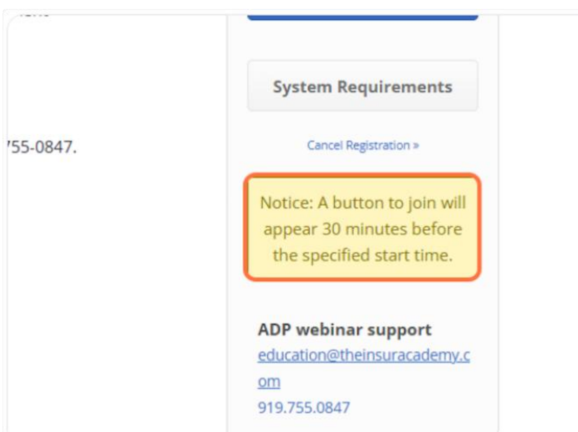
Once logged in, you will be taken to the webinar's landing page in the learning center.



3. Once logged in, you will be taken to the webinar's landing page in the learning center.

A sample webinar page in the learning center is shown below.

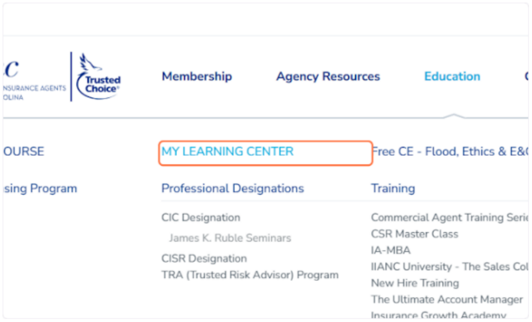
4. A button titled "Join" will appear 30 minutes before the specified start time. When it is within 30 minutes of the webinar start time, click on Join to access the live webinar.



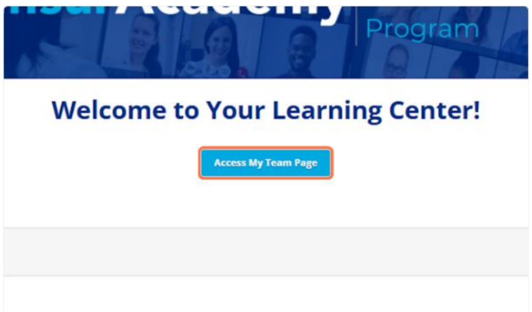
How to Access Webinar Recordings

1. Log in using this URL: https://www.iianc.com/

2. Hover over Education in the main navigation menu and Click on MY LEARNING CENTER

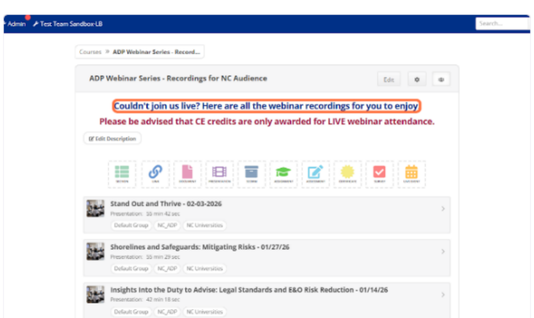


3. Click on Access My Team Page



4. Scroll down and select the Recorded ADP Webinars tile

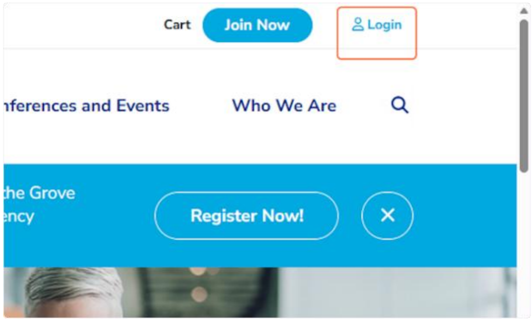
5. Here are all the webinar recordings for you to enjoy.



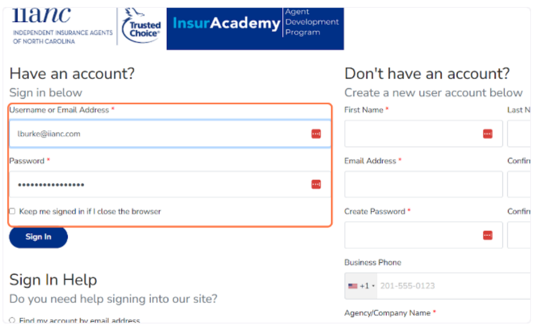
How To View Progress and Activity

1. Log in using this URL: https://www.iianc.com/

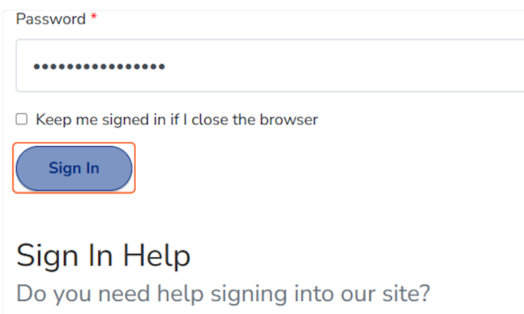
2. Click on Login



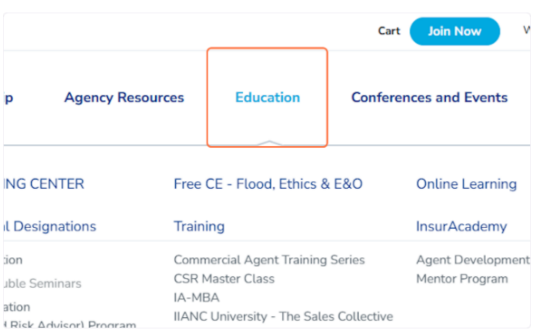
3. Enter your Username and Password



4. Click on Sign In

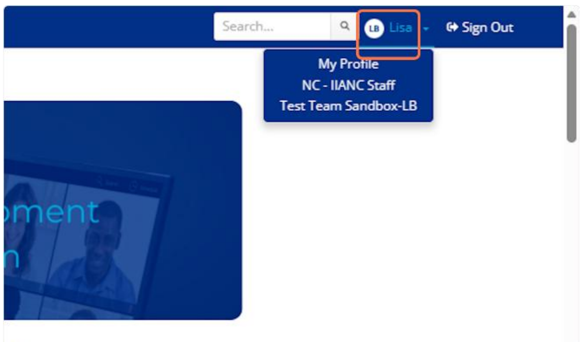


5. Hover over Education on the main navigation to open the menu

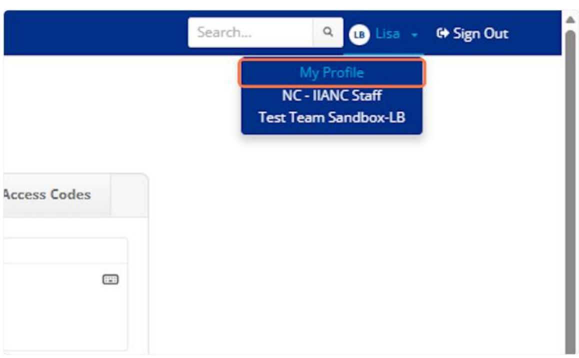


6. Click on MY LEARNING CENTER

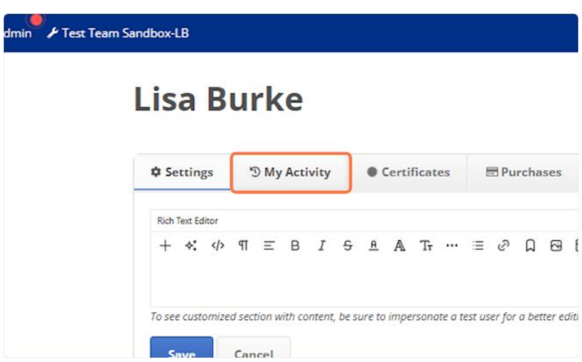
7. Click on your username in the upper right of your Learning Center landing page



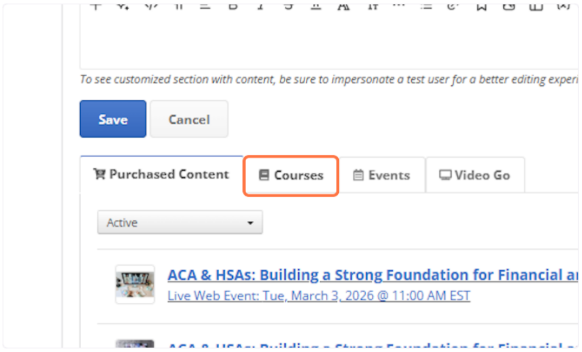
8. Click on My Profile



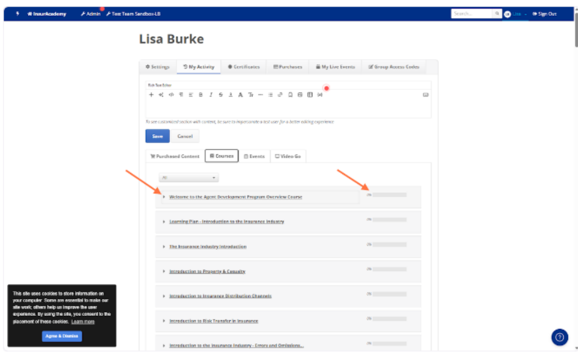
9. Click on My Activity



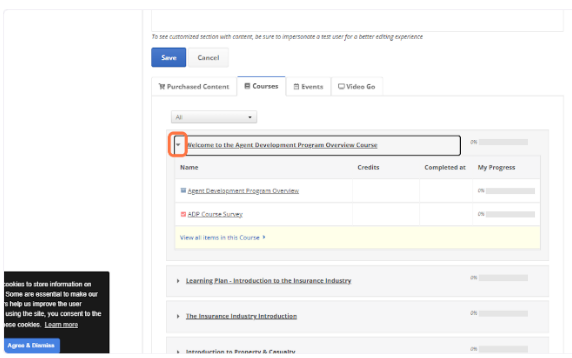
10. Click on Courses



11. This screen will show the activity and progress of the courses in your Learning Center.



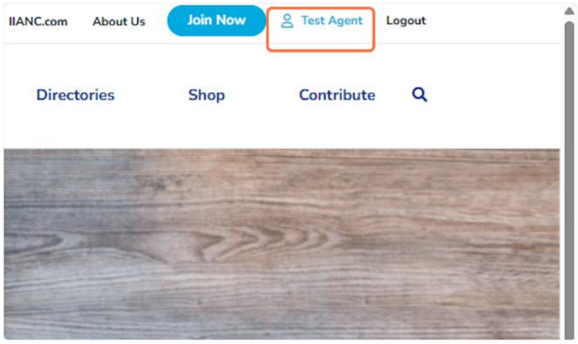
12. Click on caret beside a course title to View all items in this Course



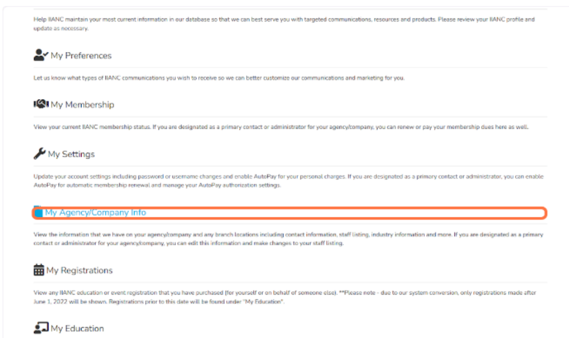
How to Add Users

1. Log in using this URL: https://www.iianc.com/

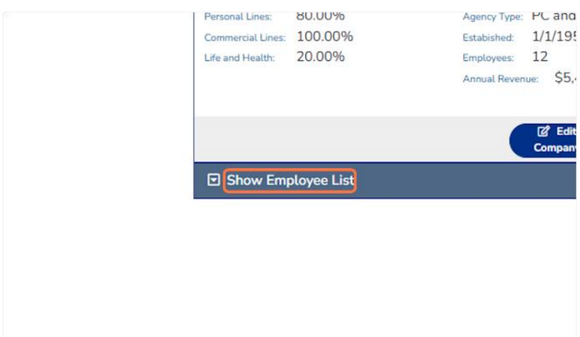
2. Click on your name in the upper right corner



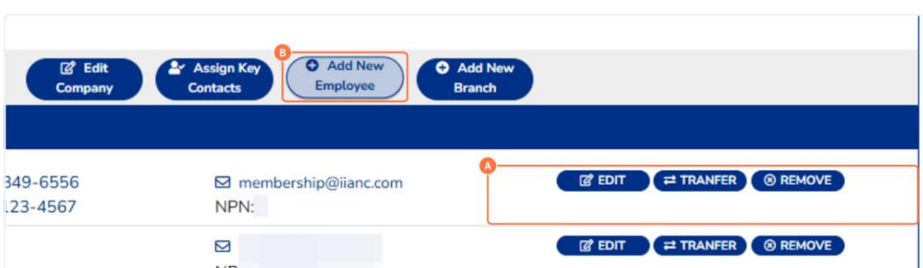
2. Click on My Agency/Company Info



3. Click on Show Employee List

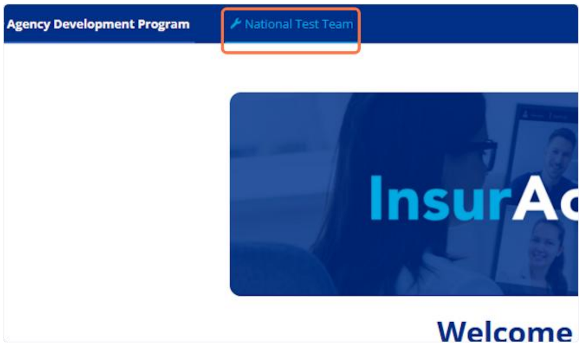


4. Click on EDIT, TRANSFER, or REMOVE. Or click on ADD NEW EMPLOYEE



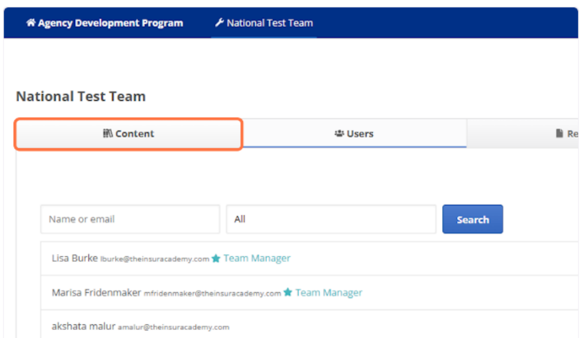
How to Assign Content to Team Members

1. Click on your team's name in the main navigation



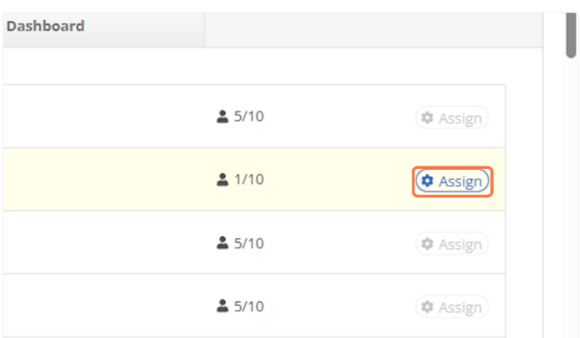
2. Click on Content

The Team Manager area contains four primary tabs: Content, Users, Reports, and Dashboard. Select Content.



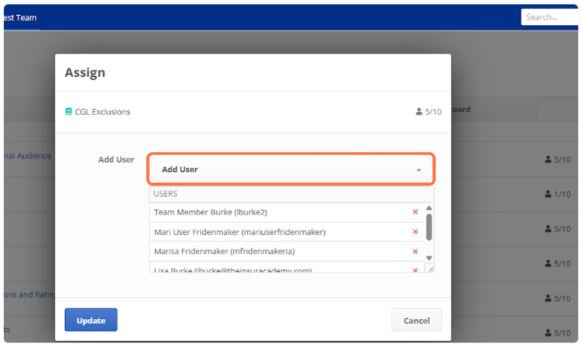
3. Click on Assign

Choose the content you want to assign to your team member(s) and click Assign

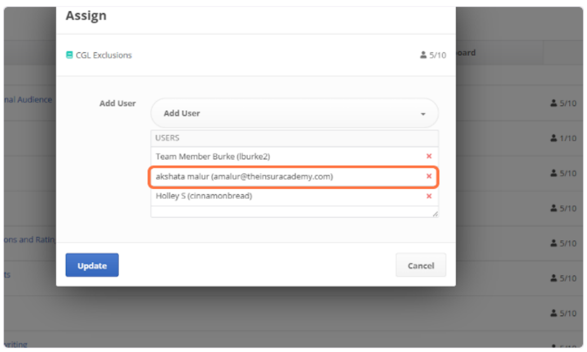


4. Click on Add User

If your team members aren't listed, click on Add User to find and select team members to assign to this item.

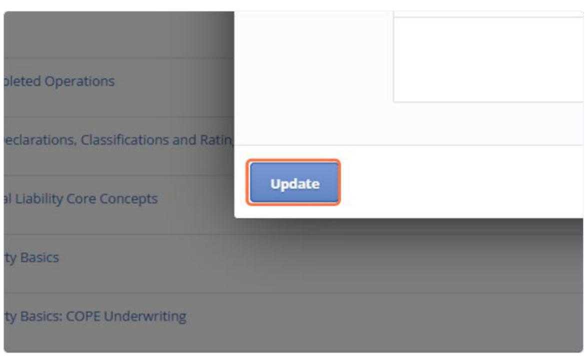


5. Click on the x beside any team member's name you wish to remove from the assignment list.



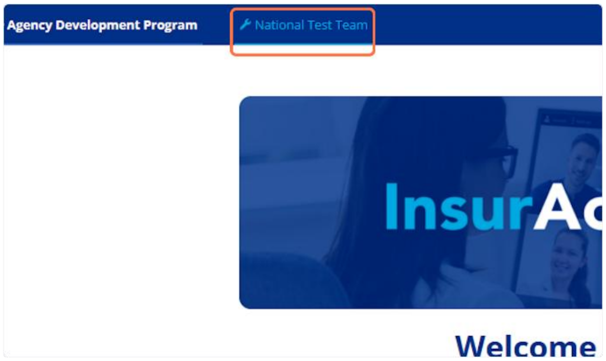
6. Click on Update

Click Update to confirm. Once updated, team members will be able to access this item immediately.



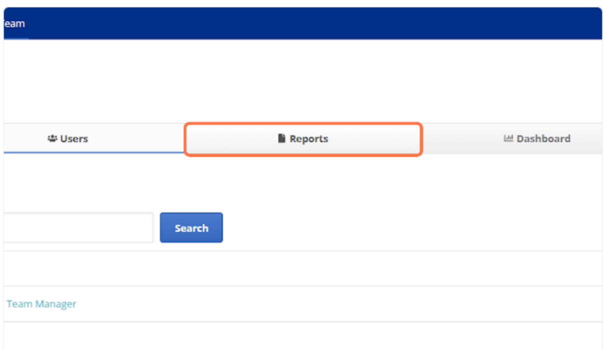
How to Generate Reports

1. Click on your team's name in the main navigation

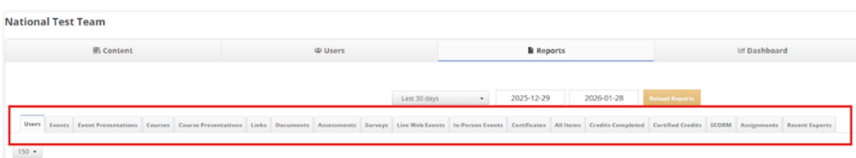


2. Click on Reports

The Team Manager area contains four primary tabs: Content, Users, Reports, and Dashboard. Click on Reports.

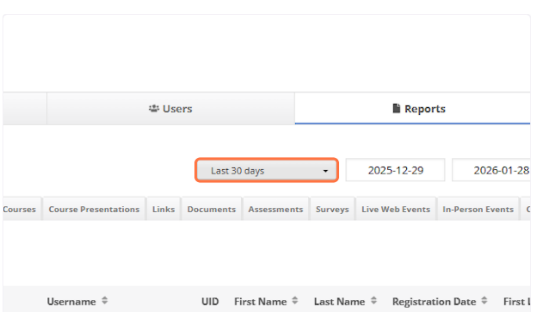


3. Select a report type

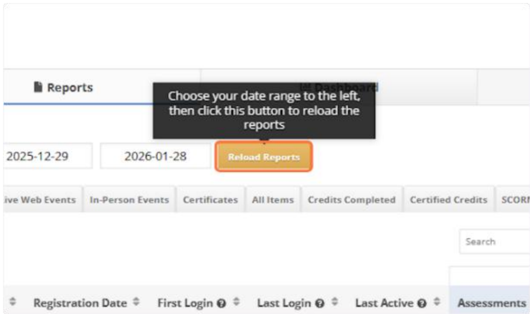


4. Click on dropdown to filter reports by date

Date ranges include Last 30 Days, This Year, All-Time, and Custom date range.

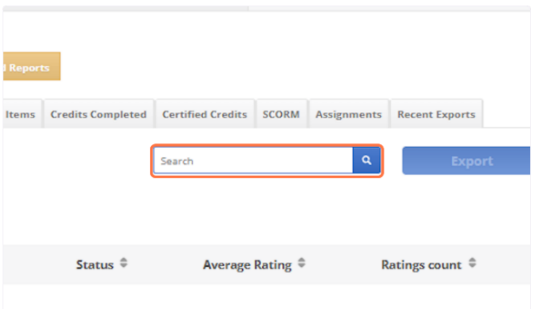


5. Click on Reload Reports to apply filter and view changes.



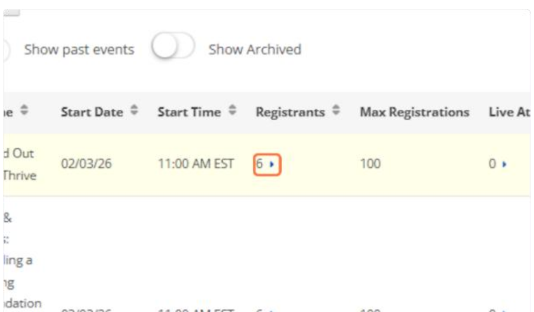
6. Search within a report

To search for a specific team member or content item, use the search box.

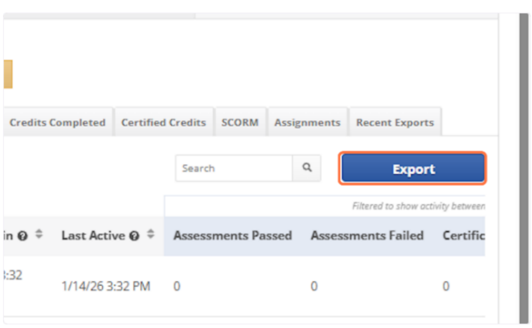


7. Click the blue caret to drill down within reports

Click the blue caret icon next to a value within the report to view the associated drill down report.

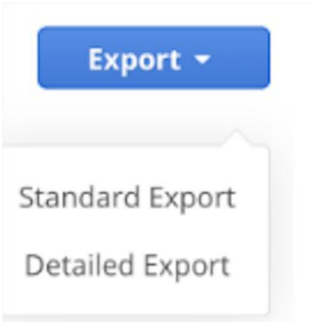


8. Click on Export. You can export any report by clicking the Export button.

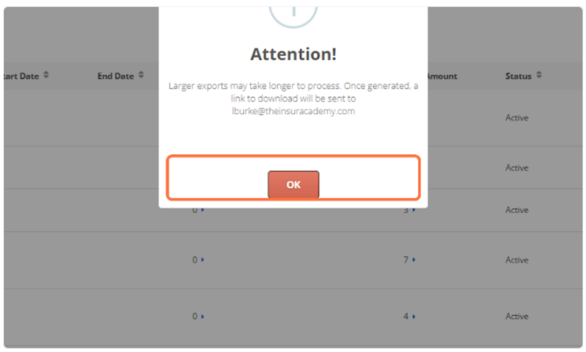


9. Detailed Exports is an option for some reports

Detailed exports are available for certain types of reports. Detailed exports contain more information such as a breakdown of individual user items completed or certificates completed. This option is useful if you need a closer look at team member progress.



10. Click on OK

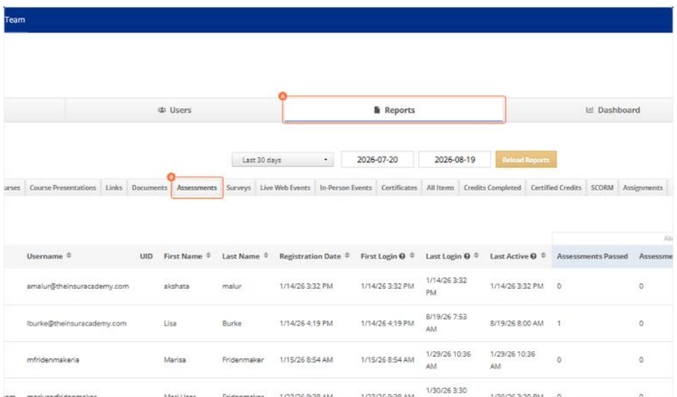


How to View Knowledge Assessments Reports

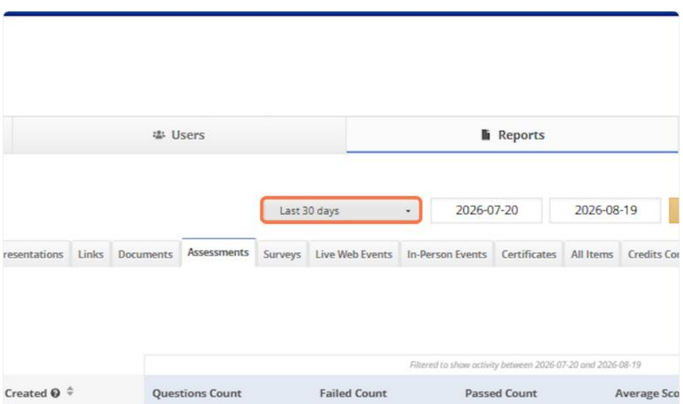
1. Click on your team's name beside the wrench in the main navigation

2. A. Click on Reports

   B. Click on Assessments

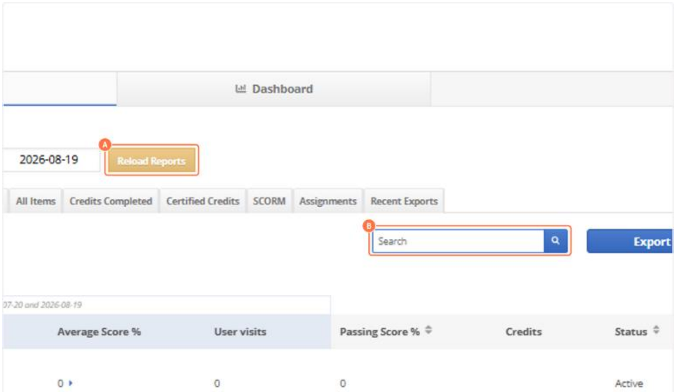


3. Adjust the Date Range if needed

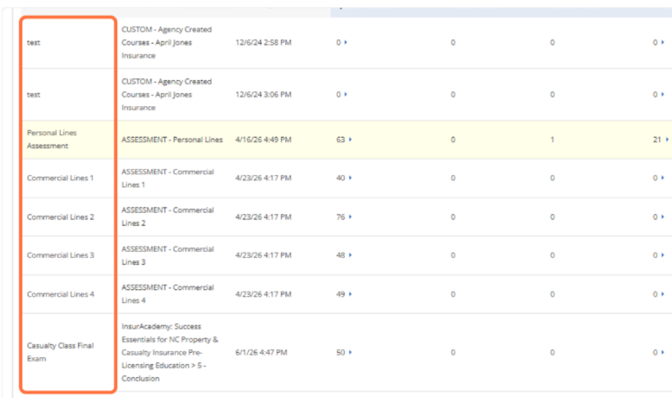


4. A. Click on Reload Reports to refresh the Report data

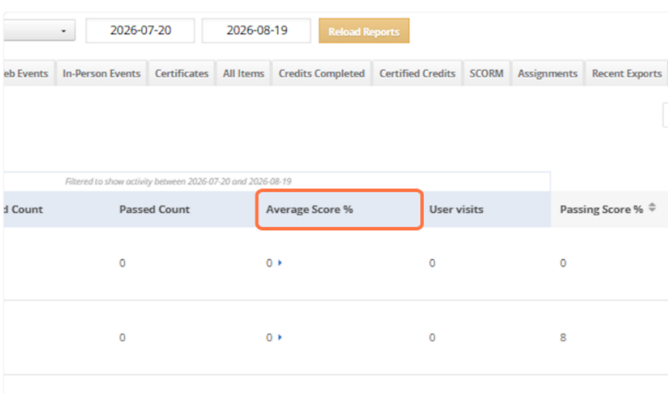
B. Click on Search to find the Assessment



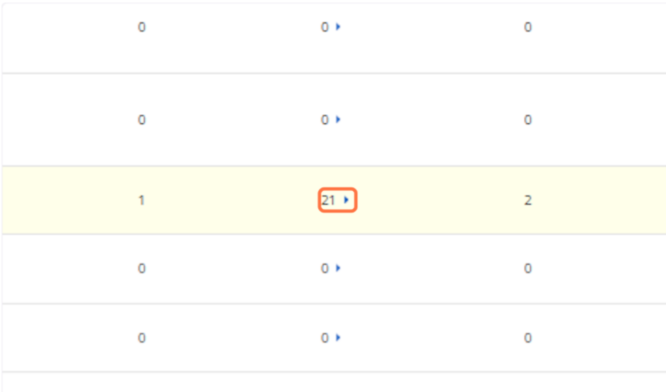
5. Find the Assessment



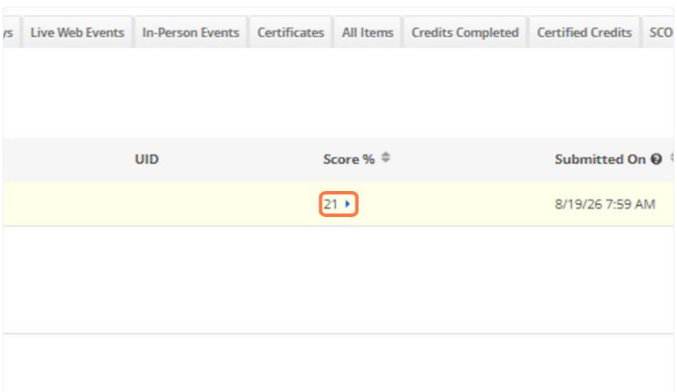
6. View the Average Score % column. This is the average of all of your Users' scores who have taken that particular Assessment



7. Click on the blue caret beside the Average Score % of the Assessment you wish to see individual Users' scores

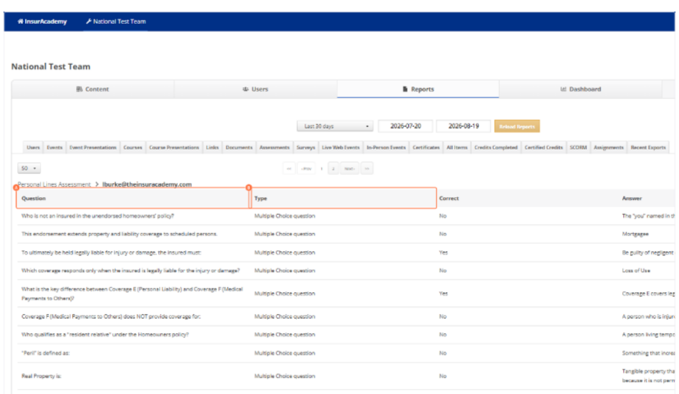


8. Click on the User's Score % to drill down to Assessment details



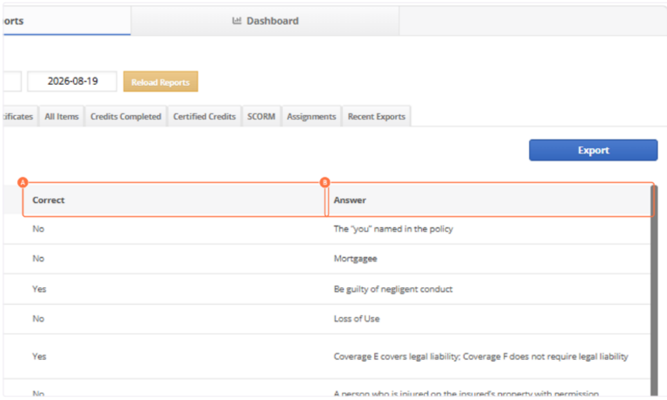
9. A. View the list of Questions on the Assessment

B. View the Type of Question it is



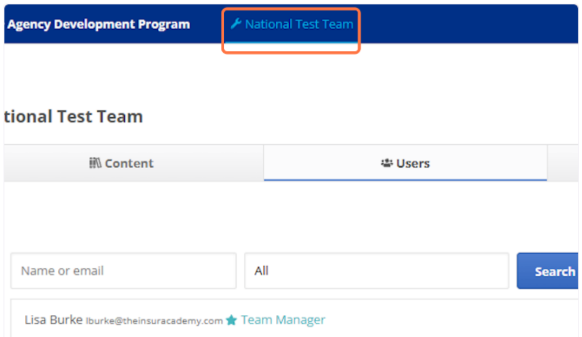
10. A. View whether the User answered the Question correctly or incorrectly

B. View the Answer choice the User selected for the Question

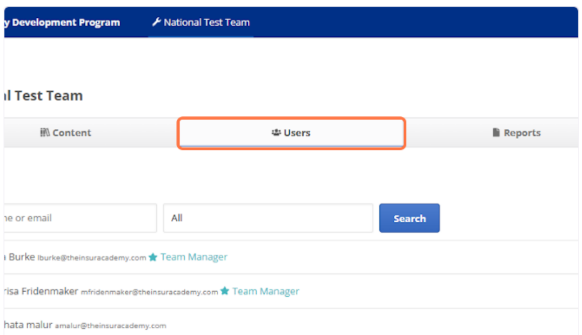


How to View User Activity

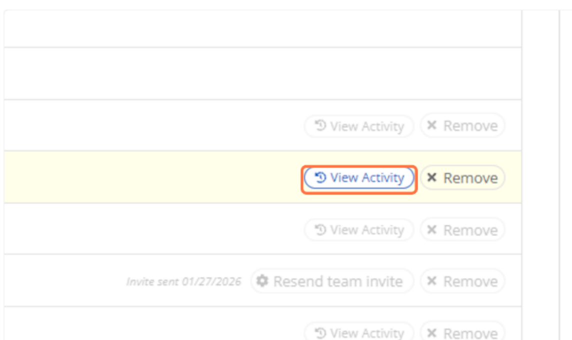
1. Click on your team's name in the main navigation



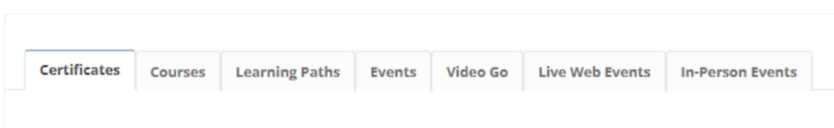
2. Click on Users



3. Click on View Activity



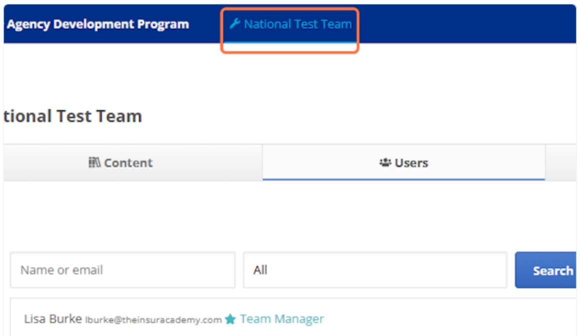
4. Select an Activity tab



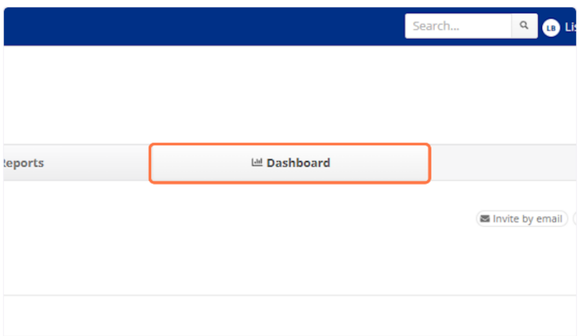
How to Use Teams Dashboards

Teams dashboards will show the same data as seen in the reports. These charts simply give you more interactive tools to visualize and analyze team member and content data.

1. Click on your team's name in the main navigation

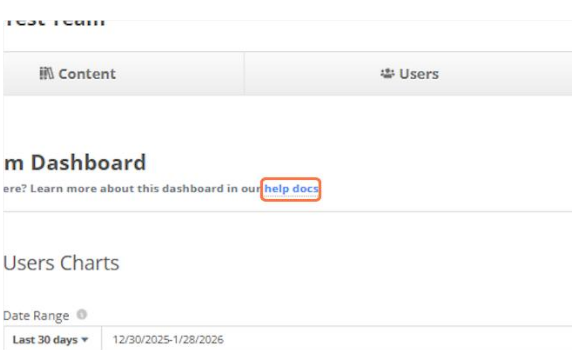


2. Click on Dashboard

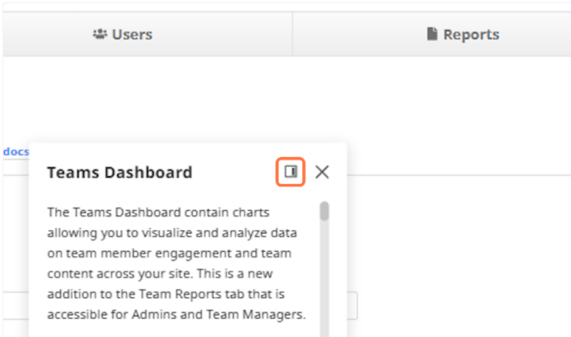


3. Click on help docs

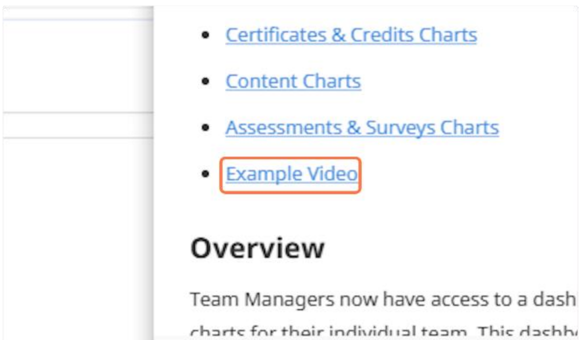
Access the help docs for additional information on getting the most out of your teams dashboard.



4. Click on Open in sidebar

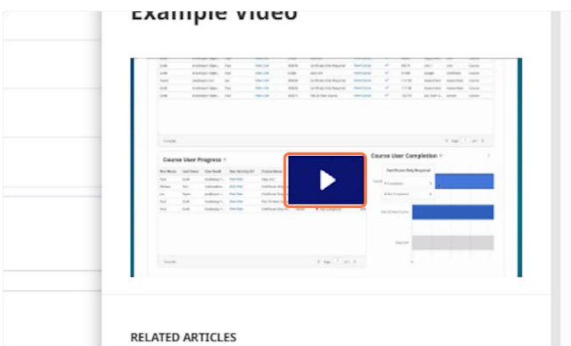


5. Click on Example Video



6. Click on Play Video

The short video is a great introduction to all the charts on the dashboard and how to interact with them.



How to Add Custom Agency Training

These directions are also embedded in the Description of your custom course shell.

Step 1: Adding Content to this Course Shell

1. Click the tile below that matches the type of content you want to add to this course. An "Add New" modal (pop-up) will appear. NOTE: Use only Section, Link, Document, Presentation, Assignment, or Assessment types.

2. On the "Basic" tab, complete the required fields marked with an asterisk.

3. On the "Basic" tab, also toggle "Active" on.

4. On the "Advanced" tab, toggle "Guest viewable" off.

5. Click "Create."

6. Click the content item to add more information about the item, such as a description, if you wish.

7. Repeat the steps above to add more content items to this course shell.

Step 2: Enable Viewing of Course Progress and Completion Status

1. Once all content has been added to this course shell, click the settings gear in the upper right of this course shell.

2. Select "Course Completion" to open the Course Completion Configuration modal.

3. In "Course Items," select the required course content items for learners to complete.

4. Toggle "Show course progress" on.

5. Click "Update Course."

Step 3: Limit Course Access to Your Team Members Only

1. To enable only your Users to access this course, click "Edit" in the top right of this course shell to open the Edit Course modal.

2. On the Basic tab, scroll down and make sure "Hidden" is toggled on to prevent unauthorized users from seeing your course.

3. On the Basic tab, scroll down to the bottom of the modal and toggle the "Active" on.

4. Click "Update Course."

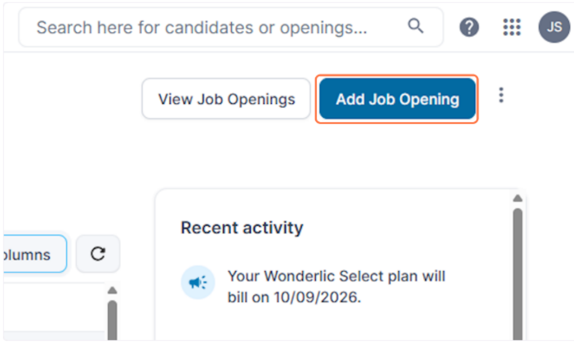
Step 4: Assign this Course to Users

1. Once the course has been created and course items have been added, return to the Content tab in the Team Manager's View.

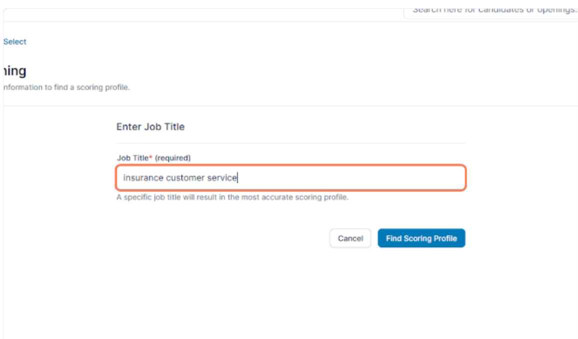
2. Assign this course to Users by clicking the "Assign" button visible to the right of this course. Only assigned users will be able to see and access this course.

How to Add a Job Opening in Wonderlic

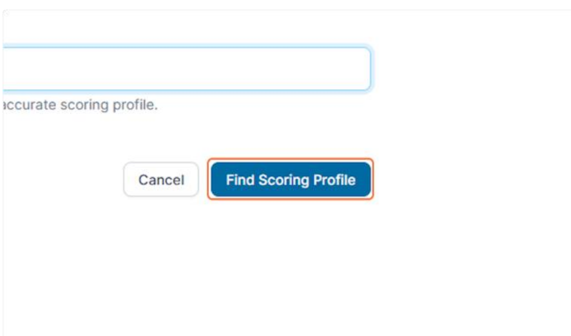
1. Click on Add Job Opening



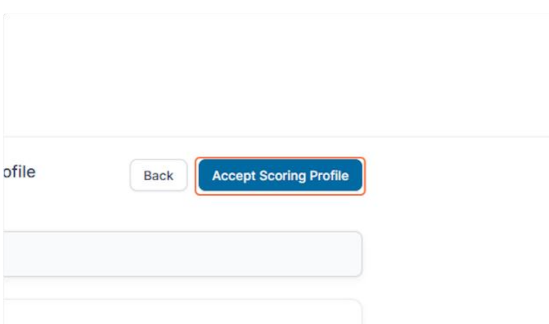
2. Type "insurance customer service"



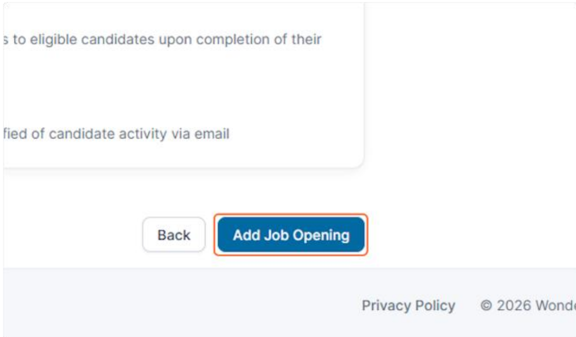
3. Click on Find Scoring Profile



4. Click on Accept Scoring Profile

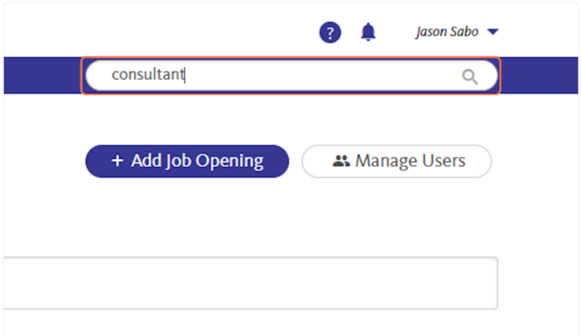


5. Click on Add Job Opening

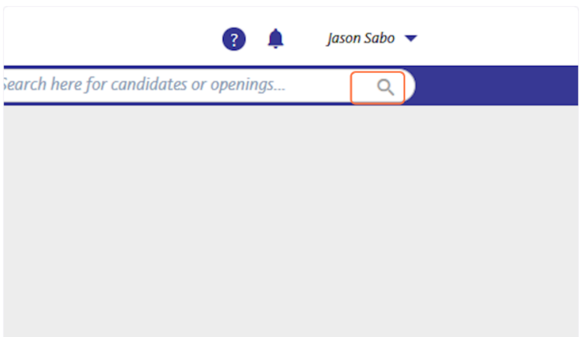


How to Navigate Wonderlic Job Openings

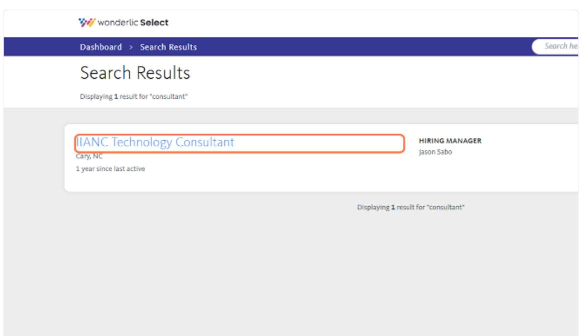
1. Type "Job Title"



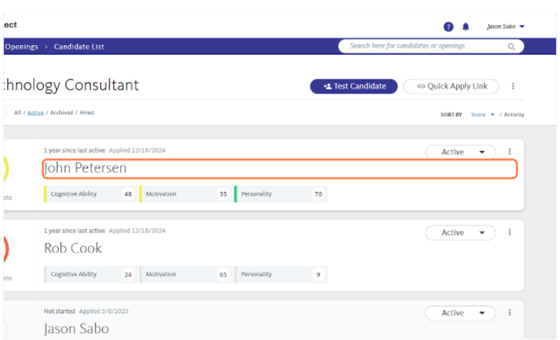
2. Click on search



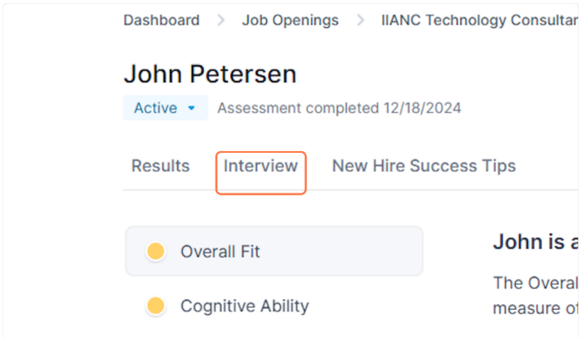
3. Click on the job you want to review



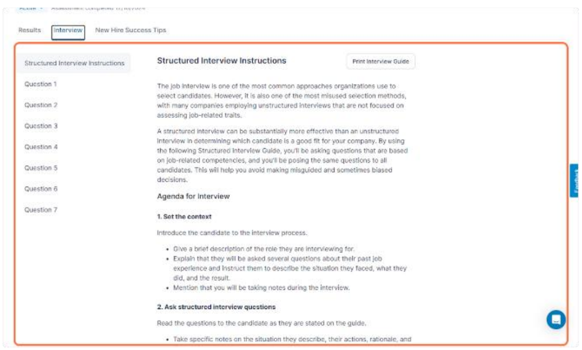
4. Click on candidate name



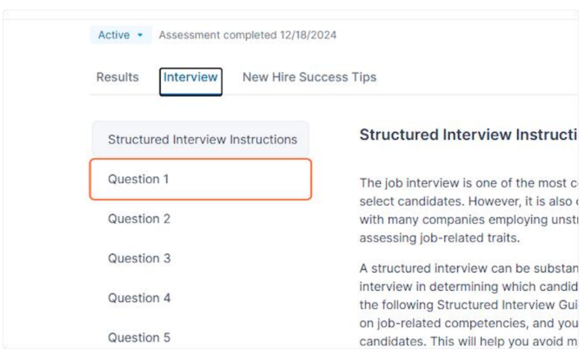
5. Click on Interview



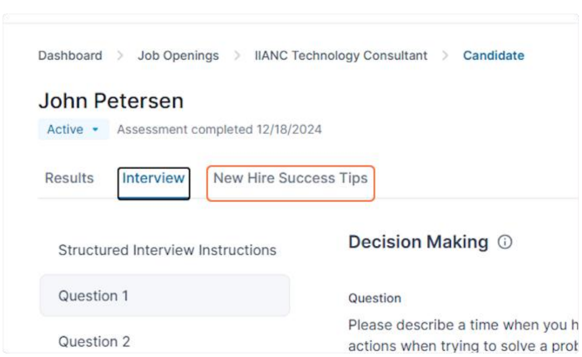
6. Click on Interview



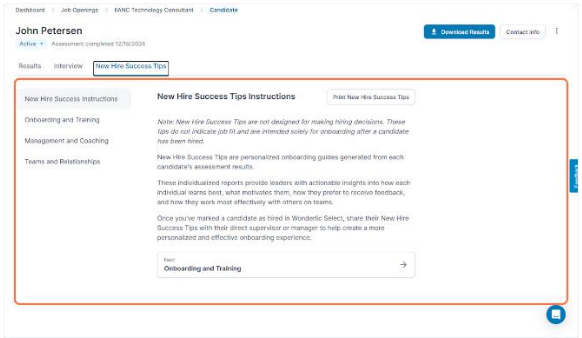
7. Click on Question 1



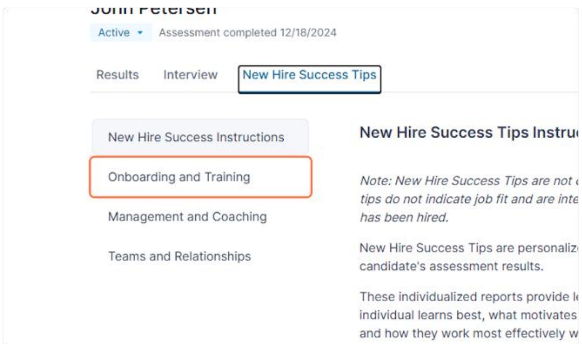
8. Click on New Hire Success Tips



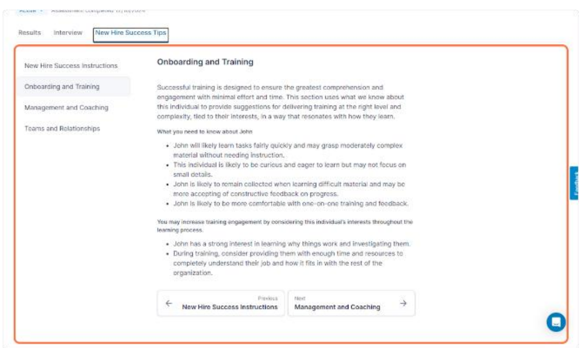
9. Click on New Hire Success Tips



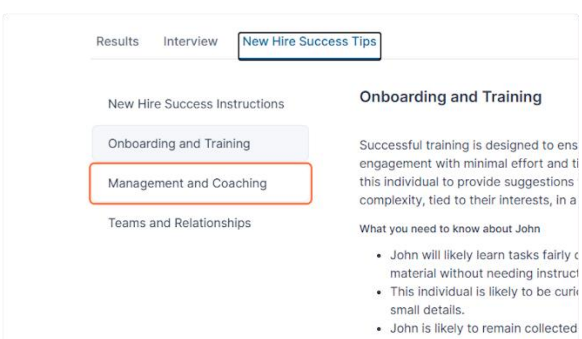
10. Click on Onboarding and Training



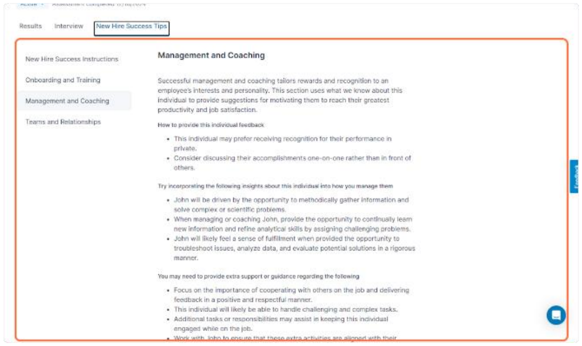
11. Click on New Hire Success Tips



12. Click on Management and Coaching

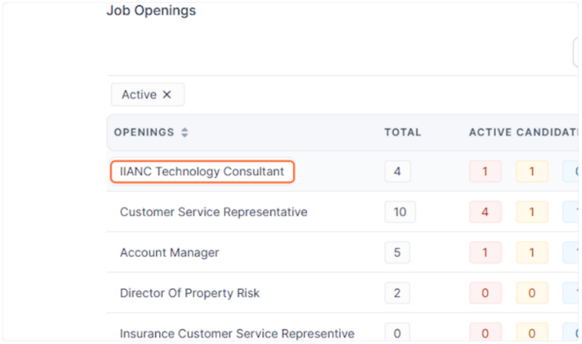


13. Click on New Hire Success Tips

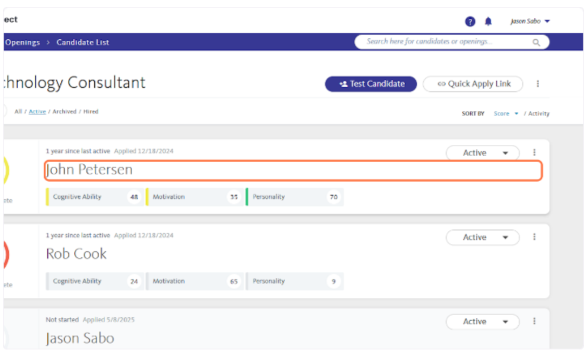


How to Review Candidate Scoring Profile

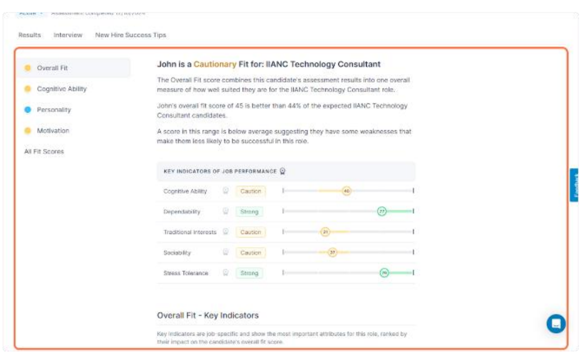
1. Click on IIANC Technology Consultant



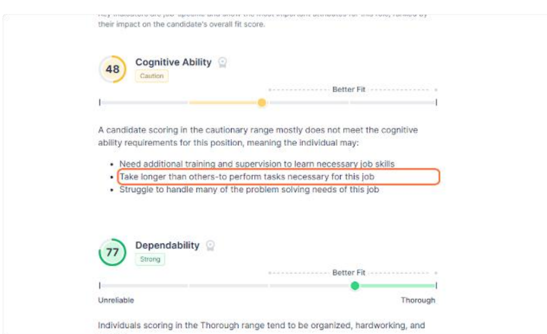
2. Click on John Petersen



3. Click on Results



4. Click on Results



5. Click on Results