

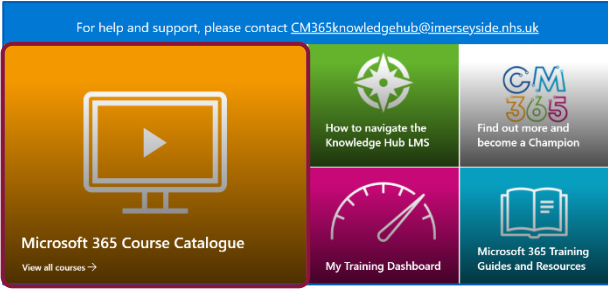
# Navigate the CM365 Knowledge Hub

This QRG demonstrates how to navigate and use the Course Catalogue, My Training Dashboard and Resources Library within the CM365 Knowledge Hub Learning Management System (LMS).

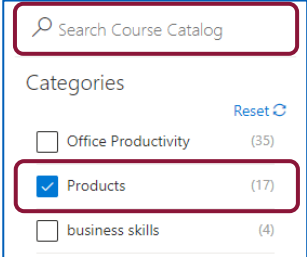
## Quick Reference Guide

### Course Catalogue

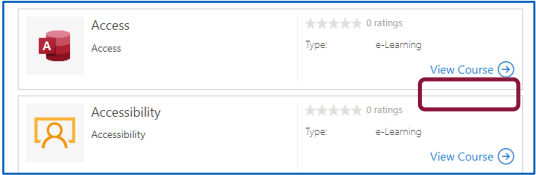
- From the [CM365 Home Page](#) → select the orange [Microsoft 365 Course Catalogue](#) tile.



- Users can [Search](#) for or select different [Categories](#) to filter courses.

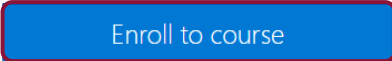


- Locate the desired [Course](#) → select [View Course](#) to view the [Course Home Page](#).




The Course Home Page contains information such as the course description, course content and the user's learning progress.

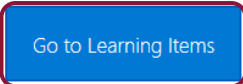
- Select the [Enroll to course](#) button.




- Select the [Play course](#) button.



- Select [Go to Learning Items](#) from the bottom-right, to go to the first learning item.




- Select [Start](#) to begin the training from the first learning item.

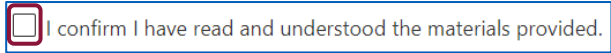


Read through the information that is displayed.


- Select [Next](#) to proceed to the next learning item.



- If a [Confirmation](#) message is displayed, [tick the box](#) to confirm understanding → click [Next](#).



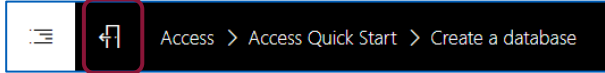
Once all learning items have been completed, a congratulation message and will be displayed.



If any learning items are skipped, a warning message will appear to say that the course has not been completed.

The user will need to return to the incomplete learning items to complete 100% of the course and generate a certificate.

- Select the [Door icon](#) to exit the content and return to the [Course Home Page](#).

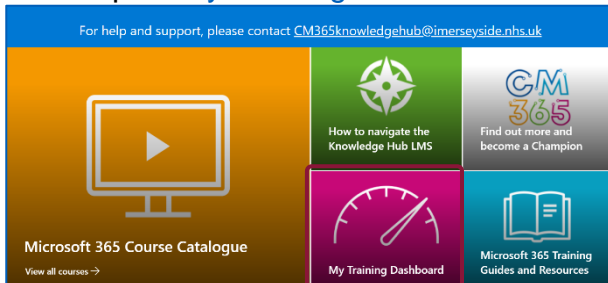


Certificates can be located via the [Course Homepage](#) or [My Training Dashboard](#).

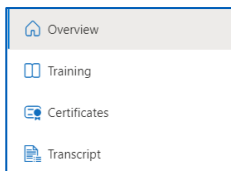
## My Training Dashboard

The My Training Dashboard provides each user with an overview of their enrolled courses and training progress.

- From the [CM365 Home Page](#) → select the pink [My Training Dashboard](#) tile.



The left-side menu can be used to navigate between the different sections of the dashboard.



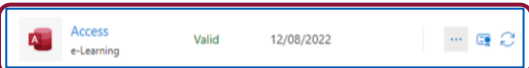
- [Overview](#) – Displays a visual overview of the users training progress.
- [Training](#) – Displays the progress of all the user's enrolled courses.
- [Certificates](#) – Displays a list of all the certificates that the user has earned.
- [Transcript](#) – Displays a list of all the user's certificates and enrolled courses.

## Download Certificates

- Navigate to [My Training Dashboard](#) → select [Certificates](#).



- Locate the desired [Course](#).



- Select [Download Certificate](#).



## Resources Library

The Resource Library can be used to access a variety of Microsoft 365 training guides.



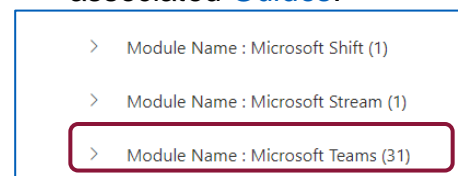
Users can access guides from the resource library without the need to enrol on a course.

- Select the [Resources Tab](#) at the top of the screen.

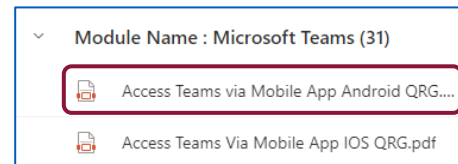


The training guides are sorted into different Modules. The number of guides assigned to each Module is displayed in brackets.

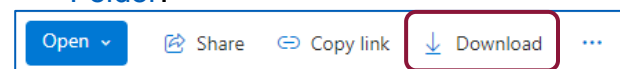
- Select the desired [Module](#) to see all associated [Guides](#).



- Select the desired [Guide](#) to open.

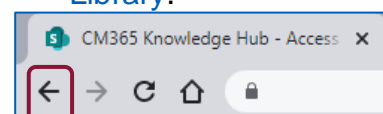


- If required, click [Download](#) to save a copy to the device's [Downloads Folder](#).



Users should ensure that the most up-to-date version is being used as these resources are updated frequently.

- Once downloaded → click the [Back Arrow](#) to return to the [Resources Library](#).



For help and support, please contact:  
[CM365knowledgehub@imerseyside.nhs.uk](mailto:CM365knowledgehub@imerseyside.nhs.uk)