



Online Client Training

➔ User Guide

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Accessing FM Global's Online Client Training Center

Use one of the URLs below to access FM Global's online client training:

<http://training.fmglobal.com> or <https://fmglobaltraining.skillport.com>

- ⇒ If you are visiting our Online Client Training Center for the first time, you must register using the **First-time users** link. If you are a registered user, log in using your e-mail address and password.

Note: If this is a printed version of our user guide, type the URL in the "Address" field of your Internet browser. If you are viewing this document on your computer, click either link to access FM Global's Online Client Training Center.



FM Global's Online
Client Training Center

Test Your Browser [click here](#)
[First-time users, click here](#)

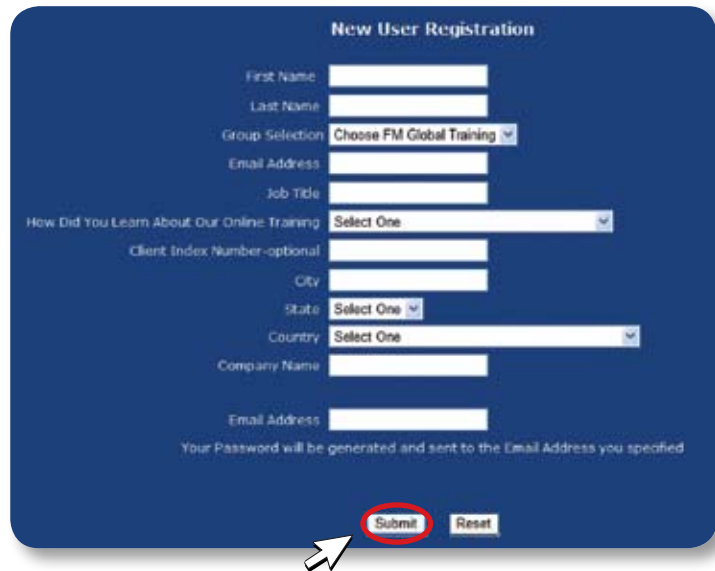
Registered Users
Email Address
Password

Login Reset

[Forgot Your Password?](#)

Self-Registration for New Users

For tracking purposes, it's important you fill out all the required fields on the self-registration form. Once you have filled out all of the fields, click **Submit**. If you do not complete all the necessary fields before clicking **Submit**, you will be prompted to complete the required fields before you can proceed. An e-mail containing your password will be sent to you within 24 business hours. If you do not receive your password within this time frame, please send an e-mail to onlinetraining@fmglobal.com.



The image shows a 'New User Registration' form on a blue background. The form includes fields for First Name, Last Name, Group Selection (a dropdown menu with 'Choose FM Global Training' selected), Email Address, Job Title, How Did You Learn About Our Online Training (a dropdown menu with 'Select One' selected), Client Index Number-optional, City, State (a dropdown menu with 'Select One' selected), Country (a dropdown menu with 'Select One' selected), and Company Name. There are two Email Address fields at the bottom. A note states: 'Your Password will be generated and sent to the Email Address you specified'. At the bottom right, there are 'Submit' and 'Reset' buttons. A red circle highlights the 'Submit' button, and a white arrow points to it from the bottom left.

Accessing the Courses

⇒ When you first log in, you will see all available courses listed on the training center home page. To begin a course, click **GO>** next to the desired course title.

Once you complete a course, the course may no longer show up on your home page. To take that course again, you can find it by clicking **Course Catalog** at the top of the screen or **My Report** in the Shortcuts area on the left.



The image shows the 'Training Center Home Page' for FM Global. At the top, there are links for 'Customize' and 'Log Out'. Below that is a 'SEARCH and LEARN' section with a search bar and filters for 'Category' (set to 'All') and 'Language' (set to 'English (All)'). The main content area is divided into several sections: 'Shortcuts' on the left, 'My Plan' in the center, and 'My Favorites' at the bottom. The 'My Plan' section contains a table of learning events. A red circle highlights the 'GO>' buttons next to the course titles in the 'My Plan' table. A white arrow points to the 'GO>' button for the course 'Managing Hot Work Using FM Global's Hot Work Permit System'.

Learning Event	Due	Assigned
Managing Hot Work Using FM Global's Hot Work Permit System	n/a	✓
Preparation for Hurricanes	n/a	✓
Managing Inspections Using FM Global's Next Tag Permit System	n/a	✓
Inspecting Fire Protection Valves	01/09/2010	✓
Francis	06/01/2016	✓

Navigating the Course

⇒ When the course opens on your computer, follow the instructions at the bottom of the screen and use the navigation buttons to proceed. Each course contains instructions on how to navigate through the course.



The image shows a 'Course Introduction' screen for the course 'Managing Hot Work Using FM Global's Hot Work Permit System'. The screen features a header with the course title and a navigation bar at the bottom. The navigation bar includes buttons for 'Home', 'Back', 'Next Page', and 'End'. A red circle highlights the 'Next Page' button, and a white arrow points to it from the bottom right. The screen also displays a copyright notice for 2008 Factory Mutual Insurance Company and a note about the course being available for informational purposes only.

Printing Certificates of Completion

- 1 After completing a course, return to the home page and click **My Report** in the Shortcuts area on the left.
- 2 A list of completed courses is presented. Click the certificate (scroll-like) icon for the desired course.
- 3 When the certificate opens, click **Print** to produce a hard copy.



Course Title	Course ID	Started	Completed	Current Score	Controls
Managing Hot Work Using FM Global's Hot Work Permit System	_scorm12_fmghotwork	01/24/2007	03/20/2007	90	GO>

Course Completions: 1



System Requirements

- ⇒ To determine if our courses will run properly on your computer, click the **Test Your Browser** link on the login page. A full report is sent to you by e-mail notifying you of whether your computer meets the minimum requirements.
- ⇒ If you have difficulty logging in to the training or experience any other problems, use the information located at the bottom of the login page.





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Regulated by the Financial Services Authority.

Technical Support

For users in Canada and the United States, send an e-mail to support@skillsoft.com or call (1)866 754 5435.

For users outside Canada and the United States, visit <http://support.skillport.com>.