FAQ: Cornerstone Learn app

Q: **I see a Cornerstone Learn and a Cornerstone Mobile app available for download. Which app should I use?**

A: Cornerstone Learn

Q: **What devices are supported?**

A: Apple devices: iPad, iPhone and iPod Touch running iOS 10+ or later
Android devices: Tablets and phones running Marshmallow (ver. 6+)

* Tablets are recommended for the best viewing experience. Future courses will be optimized for smartphones.

Q: **There are two log in options – which do I use?**

A: Use the Single Sign On (SSO) option. DO NOT use the Log in with Credentials option.

Q: **What do I enter in the Portal name, User name and Password fields?**

A:
SSO Screen:
Portal name = novanthealthlearning
User name = Corporate ID (ABC123)
(.csod.com will automatically append portal name)

Organizational Account Screen:
Enter Novant Health email address
Password = Novant Health MyPassword

Q: **Will the log in page remember my log in information?**

A: Yes. The SSO log in information is retained for your next log in. Email address and password must be entered with each login.

Q: **What can I do using the Cornerstone Learn app?**

A: Search for and launch mobile-enabled training, materials and videos; and review active and completed mobile-enabled content on your transcript.

Q: **Why doesn't the online course launch?**

A: Courses will take more time to load on mobile devices than load times experienced with desktops/laptops. The size of the course and the quality of the Internet connection will also affect performance.

Q: **My session timed out. What happened?**

A: Users will automatically be logged out of the Cornerstone Learn app after a period of inactivity.

Q: **Are users warned that a time out is about to occur?**

A: Yes. A warning message appears in the app. The user can simply tap the screen for the session to remain active.

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Q: **Are external links inside an online course supported?**

A: Yes, external links and documents can be accessed from online courses via the mobile app with the following exceptions:

- For Apple users - External links configured to open in a new window not using secure server protocol (i.e. HTTPS in URL) will not open.
- For ALL devices - links to documents housed in SharePoint folders (on I-Connect) will NOT open on any device. Users must be on the Novant Health network to open these links.

Q: **The navigation buttons are too small and I am having trouble navigating in the course. What should I do?**

A: Swipe navigation is enabled for most courses and may be used instead of using the buttons built into the course.

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Q: **Can I enroll in classes on the mobile app?**

A: You may enroll in/launch any online course available in your online portal by clicking the 3 dots in the top right corner of the thumbnail image then choose "Launch". You will also have options to "Save for Later" or "View Training Details".

Q: **When I log on to the app, my Learner Home Page shows a number above "Trainings Past Due", "Trainings Due Soon" and/or "Assigned / No Due Date". Why can't I see all of the training when I click the number?**

A: The Transcript only shows courses available and completed on the mobile app. However, the enrollments and completions will transfer to your I-Learn transcript on the computer.

Q: **Can I zoom in on course content?**

A: The app does not support zooming in on content.

Q: **I see a settings that says, "Show Only Mobile Training". Should I change turn this off?**

A: Do not change the "Show Only Mobile Training" setting. The app has been optimized for mobile training only. Changing this setting may cause problems with the app.