

# Alchemer University: Getting Started

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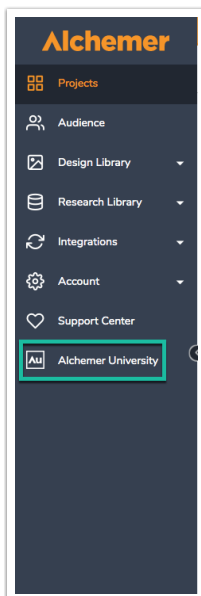
Alchemer University hosts a variety of self-paced courses, providing users with the opportunity to increase their Alchemer knowledge and build out surveys and projects more swiftly. Within AU University, Alchemer users will be walked through various features step-by-step, and be tested on what they learn to ensure knowledge retention.

New courses, products, and webinars will be available quarterly to assist in becoming a Alchemer power user! This article will provide you with an overview of using AU University.

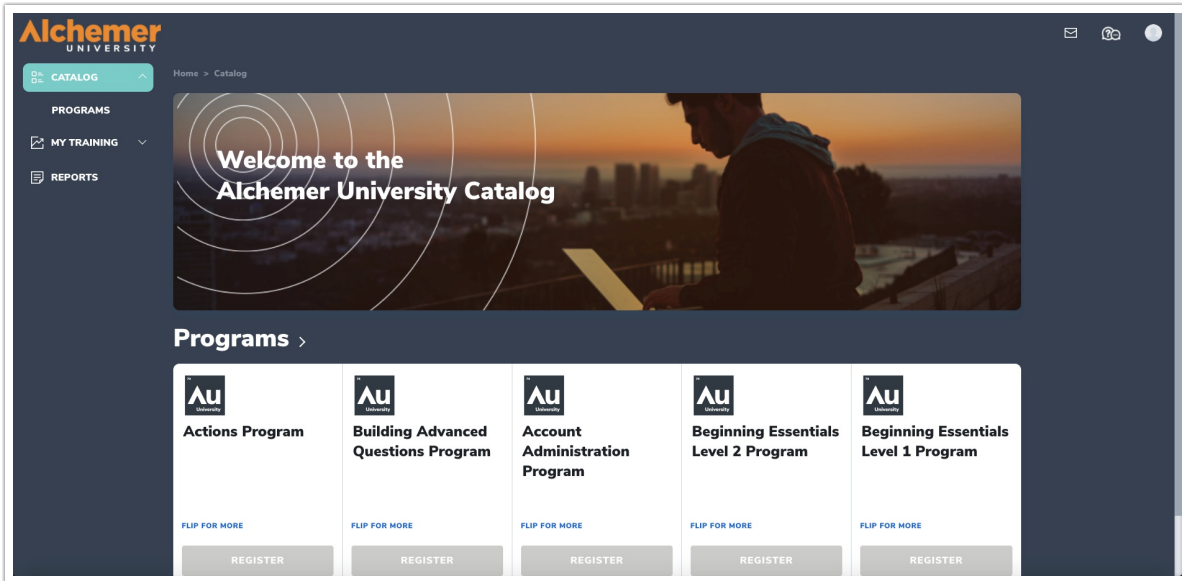
## Accessing Alchemer University

To access Alchemer University, first login to the Alchemer application. Go to [app.alchemer.com](https://app.alchemer.com) to access your specific data center of Alchemer (US, CA, or EU) and provide your login information.

Once logged into your Alchemer account, on the left hand navigation menu select **AU University**. This brings you to the AU university homepage:



When AU University is clicked, a new tab will open in your browser, bringing you to Alchemer University where you can access the **Catalog**, **My Training Section**, as well as **Reports**.

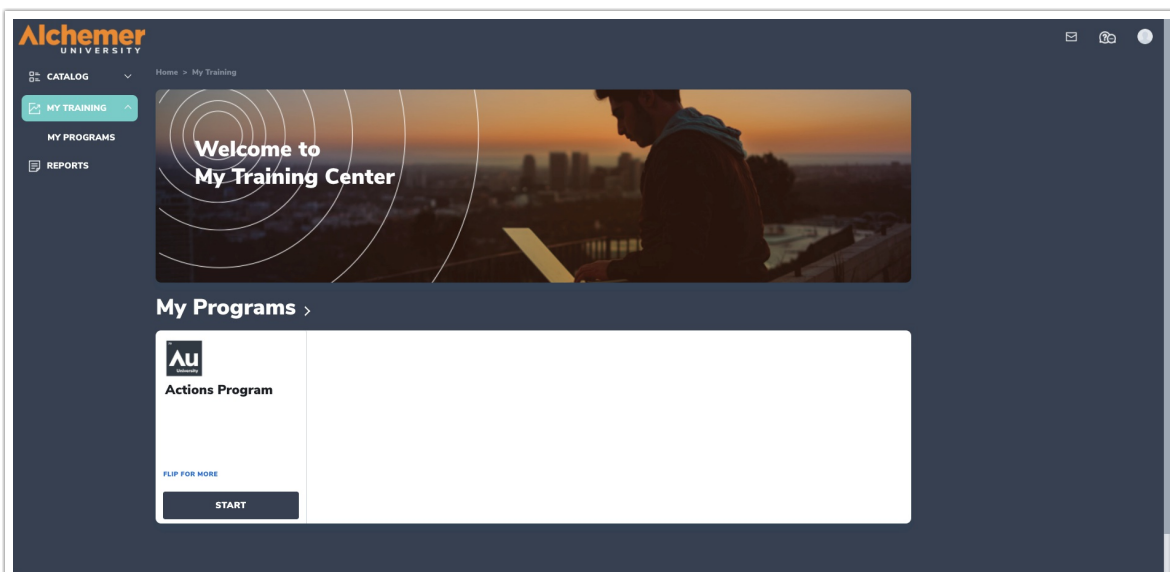


## Programs and Courses

The Catalog section provides a group of content known as **Programs** where Alchemer users can sign up and enroll in learning content to enhance their Alchemer knowledge. Programs contain courses and lessons that cover specific areas of the application. Within each course there are learning materials to help users learn Alchemer, as well as short quizzes to ensure the information provided was retained.

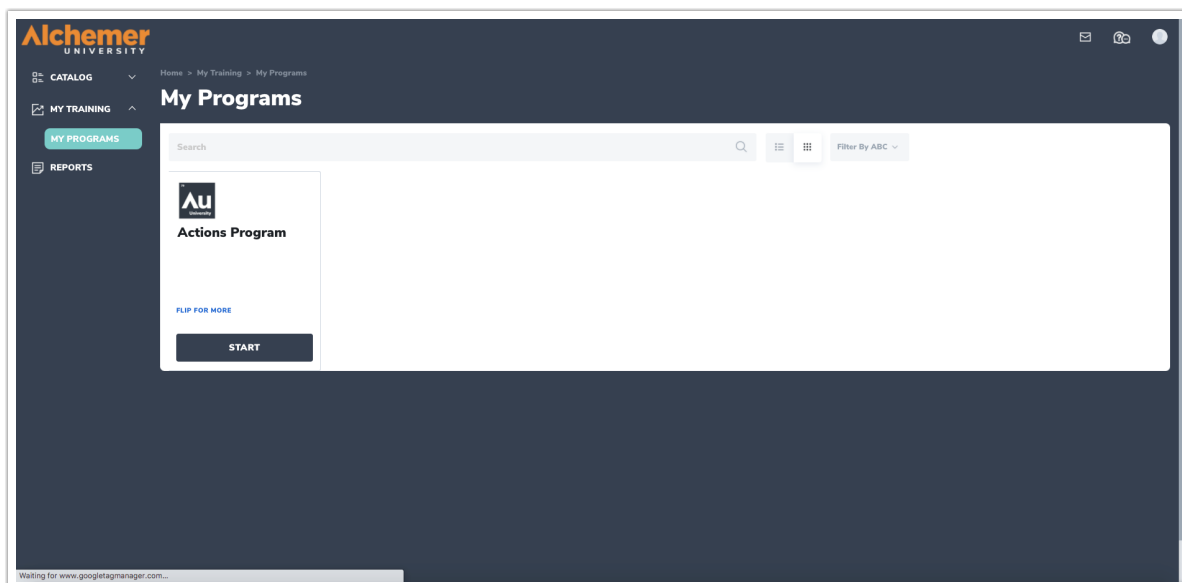
The **Catalog** dropdown menu will display all available programs a user can register for, as well as previously completed Programs. If you see any that you would like to sign up for, select **Register**. Once Programs have been registered for, they will display under the **My Training** dropdown menu.

The **My Training** dropdown shows learning materials that the user has registered for, has completed, or is in progress to complete.

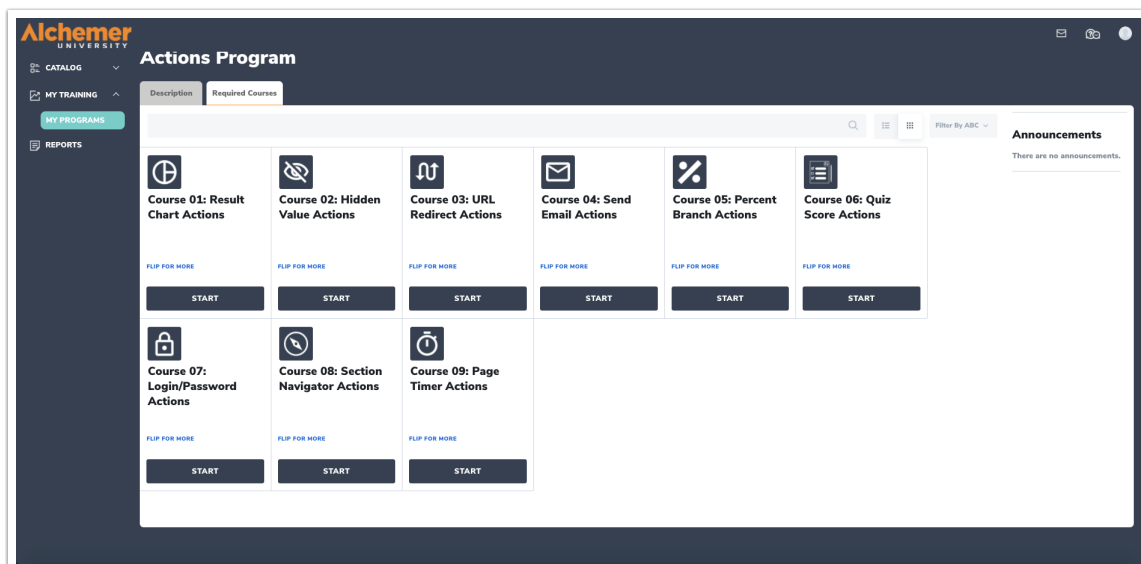


Once programs have been added by the learner by registering from the **Catalog**, they will then display under **My Programs** on the My Training page.

The My Programs section displays programs that a learner is currently enrolled in. Selecting **Start** or **Continue** will bring the learner to the **Program Home**:



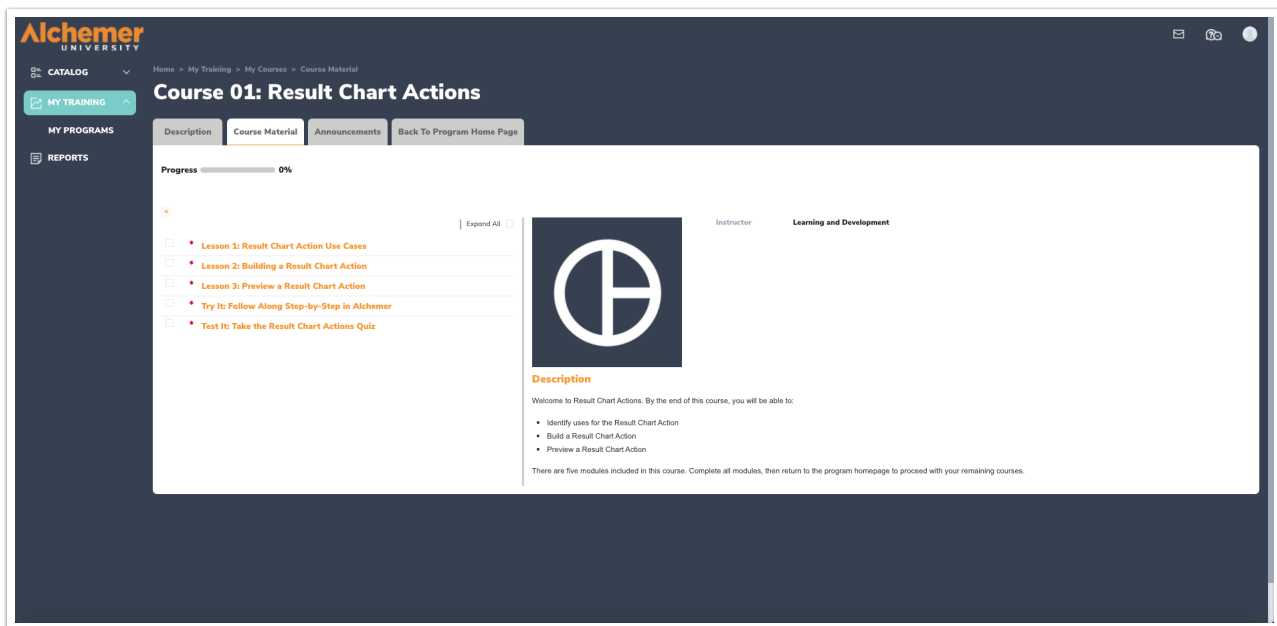
On the Program home page you will see all **Required Courses**. Select **Start** or **Register** to begin each course. If the course has been started, it will show a **continue** button, and if a course has been finished, the button will read as **completed**:



Selecting the **Description Tab** will display an overview of what will be covered in the selected Program.

Once a course has been registered for, clicking each course will bring you to the **Course Materials** tab. This tab shows the description of the course, the course lessons necessary for the

completion, and the overall progress made.



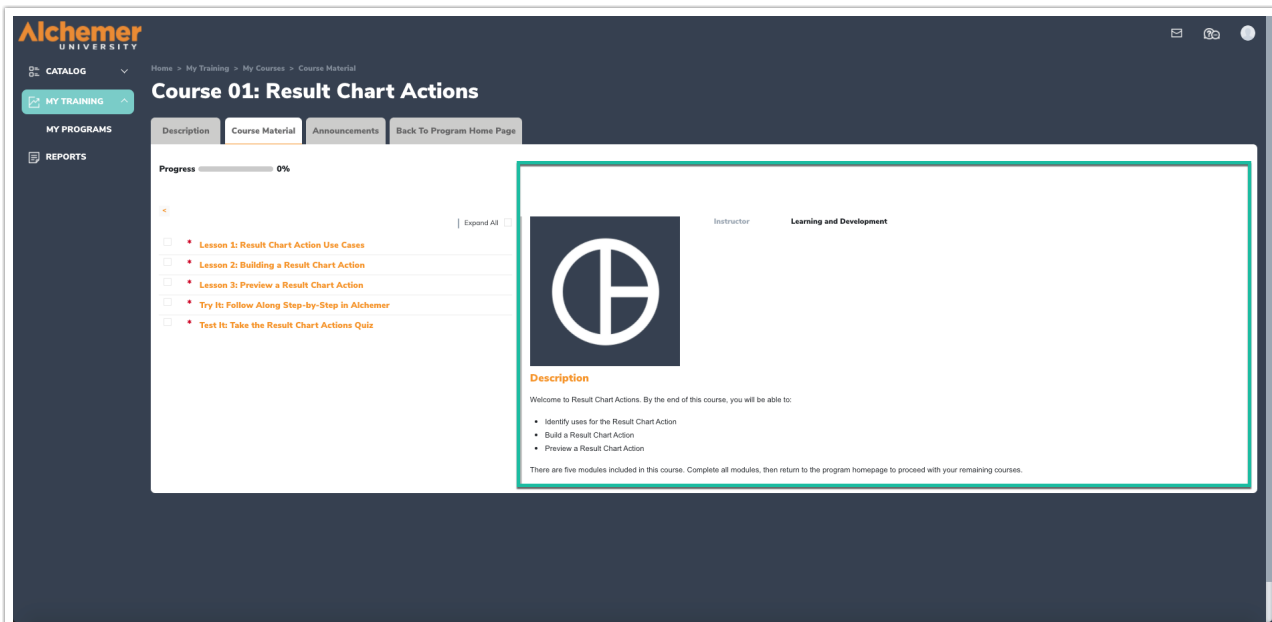
Several materials make up each course. Click on each module to begin. The materials, when clicked, will launch a new tab in your browser. As a learner completes materials, they will be marked with a green check box as seen above.

Within each module, please follow the on-screen instructions for your course progress to be recorded. Once a module has been completed, you will need to select the “x” button in the tab in order for your progress to be recorded and be taken back to the Program Home Page.

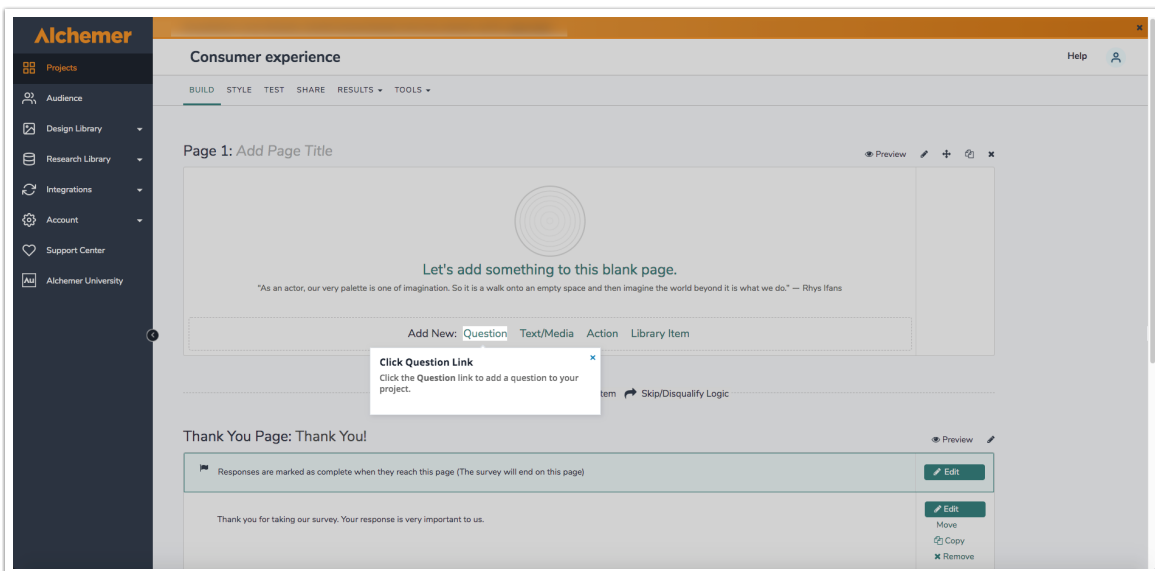
Some courses contain links that will give users a chance to "Try It" walking the user step-by-step through Alchemer and the concept or feature the course outlines. When selecting the "Try It" link, be sure that you are selecting the correct data center that you are logged in to.

- If your Alchemer login URL ends in “.com” then select the “US Data Center” link
- If your Alchemer login URL starts with "appca." then select the “CA Data Center” link
- If your Alchemer login URL ends in ".eu" then select the “EU Data Center” link

"Try It" materials give AU University users the chance to practice what is in the lesson directly in Alchemer.



When "Try It" materials are accessed, instructions will be displayed in the learner's Alchemer account, walking the learner through the feature that each course covers with written instruction and highlighted areas of the application.



Once all materials in the course have been completed, you will see the progress bar on the **Course Material Tab** read 100%, and the course will be marked as **Completed** on the **Program Required Courses Page**.

When all courses have been completed in the program, the **Program** will be marked as **Complete**.

## Reports

The **Learner Reports** Page displays the progress of all content a learner is enrolled in with Alchemer University. The **View Grades** section will show the learner their overall progress on Course Materials. Select the **View** hyperlink to see a breakdown of scoring per lesson:

Program	Credit Units	Status	Credit Hours	Percentage Completed	Registration Date	Completion Date	Expiration Date	Certificate Expiration	Download Certificate	
Actions Program		Registered	0	0	10/12/2020					

Course	Credit Units	Status	Credit Hours	Percentage Completed	Registration Date	Completion Date	Expiration Date	Certificate Expiration	Download Certificate	View Grades
Course 00: Quiz Score Actions		Registered	0	0	10/12/2020					<a href="#">VIEW</a>
Course 01: Result Chart Actions		In Progress	0	40	10/12/2020					<a href="#">VIEW</a>
Course 02: Hidden Value Actions		Registered	0	0	10/12/2020					<a href="#">VIEW</a>
Course 03: URL Redirect Actions		Registered	0	0	10/12/2020					<a href="#">VIEW</a>
Course 04: Send Email Actions		Registered	0	0	10/12/2020					<a href="#">VIEW</a>
Course 05: Percent Branch Actions		Registered	0	0	10/12/2020					<a href="#">VIEW</a>
Course 07: Login/Password Actions		Registered	0	0	10/12/2020					<a href="#">VIEW</a>
Course 08: Section Navigator Actions		Registered	0	0	10/12/2020					<a href="#">VIEW</a>
Course 09: Page Timer Actions		Registered	0	0	10/12/2020					<a href="#">VIEW</a>

The **Transcript** tab displays scoring breakdowns of My Programs, My Course, and My Material. This will show all completed learning materials in Alchemer:

Learner [REDACTED]

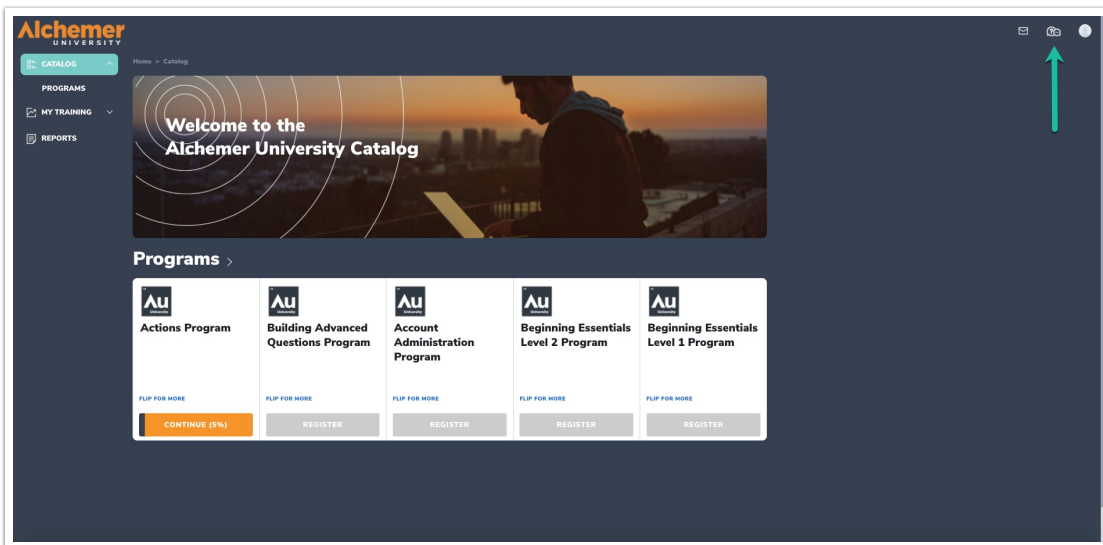
[PRINTABLE VERSION](#)

No data to display.

## Getting Help

Select the **Mail** icon in the top right to reach out to Alchemer if you are experiencing any issues with AU University.

Select the **Speech Bubbles** in the top right to be brought to the Alchemer Help Page, and select the **Profile icon** in the top right to view your account, points collected, and to logout of Alchemer University.



- + How do I register for AU University content?
- + Can I view videos or take courses on mobile/tablet devices?
- + Why can't I hear the learning material?
- + Why is the transcript not updating to read as complete?
- + When I "try it" when completing courses, the link does not work.
- + I am unable to log into Alchemer.
- + I have a specific problem with Alchemer University that I would like to explain to Alchemer Help.
- + Course lessons are not loading or playing properly.

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