

## Introduction to Wyzed Learning Management System

11/20/2019 - Q&A

**QUESTION:** How do we log into Wyzed?

Go to [www.prismrbs.wyzed.com](http://www.prismrbs.wyzed.com). If you have accessed self-paced training via our portal in the last few years, input your email address and password on the main page. If you haven't logged into our previous self-paced training before, start with Forgot Password. If you do not receive instructions, request access from the administrator at your store or email [training@prismrbs.com](mailto:training@prismrbs.com).

**QUESTION:** Will cashier training be offered on 2.0 in the Spring? Or will a manual be available soon?

It is a priority for us. We are focused on completing this as quickly as we can.

**QUESTION:** Is there a table of contents for what trainings are available?

Right now our table of contents is located on <https://support.nebook.com/training.aspx>. Select Self Paced Training and the list is provided. The links, when clicked will auto enroll you into the Wyzed course (or prompt you to log into Wyzed if you aren't already.)

**QUESTION:** How do I get set up as an Admin?

Email [training@prismrbs.com](mailto:training@prismrbs.com) to get set up as an admin.

**QUESTION:** I don't see any courses when I am logged in.

You will need to enroll into a class before it will show in your dashboard. See next question for further detail.

**QUESTION:** I am unable to access the classes. I receive a message saying only students enrolled in the class can access it.

You will need to enroll into a class before it will show in your dashboard. You can click from the list on <https://support.nebook.com/Training.aspx> or your store Admin can enroll users at the store into specific classes.

We will continue to review our process and your feedback to explore further potential enhancements.

**QUESTION:** How do you enroll in courses?

Go to the training list on [portal.nebook.com/training.aspx](http://portal.nebook.com/training.aspx) (login as a user). Search for the class, click the class of interest to "enroll". You may be prompted to login to Wyzed if you are not already.

**QUESTION:** When will there be a table of contents available in Wyzed?

Wyzed does not currently have a table of contents available. We are working with them to find out if this is a function which can be added.

**QUESTION:** When will Wyzed have Ratex content?

We currently have the content available to us and are in process of loading it into Wyzed. We anticipate it will be available by the end of the year.