



USER GUIDE: HOW TO USE PALIG UNIVERSITY

1. Go to www.paliguniversity.com. At the top left of the page, under “Welcome!”, click the “Login” link.

2. Enter your **User Name** and **Password** you are provided via email when you are registered into the system. You may change your password at any time by selecting the “**My Profile**” link in the left-hand of the screen. Enter the new password and then click on the “**save**” button. You may also change your language settings in the “**Language**” dropdown menu at the top of the screen.

3. Once you have logged into the system, you will see all courses that have been assigned to you in the section “**My Dashboard**”. The courses assigned to you will appear under “**Not Yet Viewed**”, “**In Progress**”, or “**Completed**”, depending on status. Additional courses are available for you to register to take in the “**Course Catalog**.”

4. To register for other available courses, click on “**Course Catalog**.” Once you have chosen a course that you would like to take, click on “**Get Item**.” The “Get Item” button then changes to “**In Cart/Checkout**.” It will then show you a preview of the course. Please note that you can add more than one course at a time to your cart. Once you have added all the courses you wish to take to your cart, you will have two options:

- a) *Option 1:* Click on “**In Cart/Checkout**” beneath any of the courses you have selected. This will take you directly to your shopping cart where you can view all the courses you have selected.
- b) *Option 2:* Click on “**View Cart**” in the top right corner of the screen. This will also take you directly to your shopping cart where you can view all the courses you have selected

Click **FINISH** on the bottom left corner of your screen.

This takes you to your personalized “**Dashboard**.” Here you will see all the courses that you have selected and those that you may have completed.

5. When you are assigned a course in PALIG University, you will receive an email notifying you of the course assignment, including course name, date of assignment and deadline to complete course (if any). The course assignments will appear in your “**Dashboard**” when you log in to PALIG University.

www.paliguniversity.com

6. To begin a course that you have added to your “**Dashboard**” or that you have been assigned to, click on the course title. For example, if you would like to take the course Advanced Excel Skills click on “**Advanced Excel Skills**”. This will take you to a page that lists the Course content and the course Modules. Courses may have several modules. Start the course by selecting the first module (for the Advanced Excel Skills Training course, this is labeled “**Functions**”). The course pages will advance automatically. You must complete all modules in order for the course to be deemed completed. Depending on your computer, the audio portion of the training may require the use of headphones.

7. Once a course module is completed, you may advance to the next module by clicking the orange **Exit** button at the bottom of the screen. If you are unable to complete the training in one session, you may exit the training at any time. When you log back into PALIG University to resume the course, you will be given the option to return to the slide that you viewed last.

8. Once completed, you will receive an email stating that you have completed the course. You may also download a certificate of completion by clicking on “**To get your certificate click on this link.**” You may print the certificate for your records.

Help / Troubleshooting

1. If you have difficulties logging in, first ensure you are using the correct User Name. In most cases, the following should help you remember your User Name for Palig U:

Most US employees: your user name is your network ID.

MTL employees: last name followed by first initial

Hola Doctor and Hola Seguros: first initial followed by last name, or the first part of your email address up to the @ symbol.

Caribbean and LATAM employees: first initial followed by last name, or the first part of your email address up to the @ symbol.

2. If you do not remember your password, simply click “**Reset Password**” and follow in the instructions. As default, your password may be your last name, with the first letter capitalized. If you have problems resetting your password, please send an email to university@palig.com.

3. PALIG University is optimized for use with the Google Chrome web browser. If you have problems downloading or viewing a training module make sure you are either using the Google Chrome web browser or have the most recent version of Adobe Flash Player if using another browser. If you do not have it the most updated version of

Adobe Flash Player or are unsure, you can download the application by clicking the following link: <http://get.adobe.com/flashplayer/>.

If you have questions, comments or need your password reset, please contact the PALIG University team via email at university@palig.com.