

CBT Library 2 Demo Instructions:

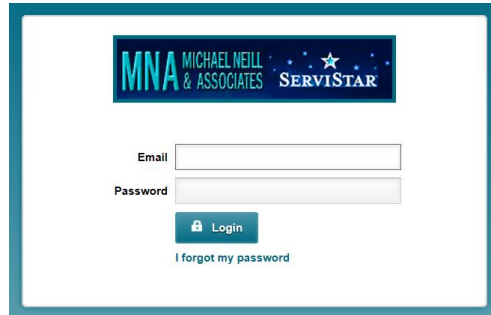
- Access the ServiStar CBT demonstration files by following the link below:

<https://mna.digitalchalk.com/dc/guest/login>

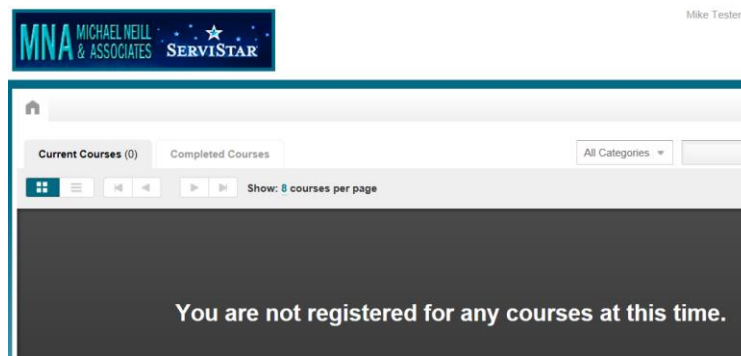
- At the log in screen which appears, as shown below, enter the following credentials:

Email: info@michaelneill.com

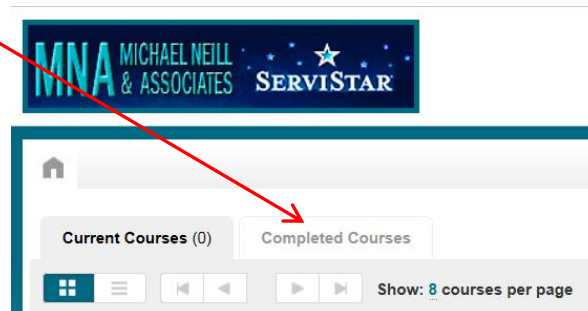
Password: **cbtdemo1**



The first screen which appears is the Home landing screen which defaults to a “Current Courses” listing as shown below. Currently, this screen will read “You are not registered for any courses at this time”. (This status screen is normal for this demo account. Normally, however, students would see a list of new courses that they have been enrolled into)



- Because this is a demo account for “Mike Tester” and used by many individuals, you must first click on the **Completed Courses** tab in order to locate the demo files.



CBT Library 2 Demo Instructions:

- At the next screen which appears, as shown below, click on the **Review Web Archive** button

MNA MICHAEL NEILL & ASSOCIATES SERVISTAR

Mike Tester Account Sign out

Dashboard

Completed Courses Grades

View Grades 1-2 of 2 - show: All

Course Element	Status	Begin Date	Last Active Date	Completion Date	Grade	Actions
Service Excellence Module 2 Courseware	Passed	10/13/2013 12:20:07 PM	10/13/2013 12:20:07 PM	10/13/2013 12:20:07 PM	100%	Review Web Archive
Service Excellence Module 2 Quiz	Passed	10/13/2013 12:26:16 PM	10/13/2013 12:26:33 PM	10/13/2013 12:26:16 PM	100%	Review Web Archive

- Modules are designed to be completed in sequential order, therefore you should watch the Courseware 2 module prior to attempting the quiz.
- After viewing the courseware module you may click on the **CLOSE** button which appears in the lower left corner of the viewing window, just below the player bar. After clicking the CLOSE button you will be taken to the screen below where you can click on the **Service Excellence Module 2 Quiz** for viewing.

Take Course

Service Excellence Demo

Service Excellence Module 2 Demo

Completed!

Visit your [Completed Courses](#) to see your final grade

My Course Activity

Course Elements 1-2 of 2 First | Previous | Next | Last - show: All

✓	Service Excellence Module 2 Courseware
✓	Service Excellence Module 2 Quiz

Please note that these instructions are applicable to our demo account. Normally, students are taken to the "Current Courses" tab immediately following their log in where they can launch their individual courses from a list which looks like the screenshot shown below. **All of our courses are designed to allow for **retaking so the instructions in this document are more applicable to that situation. Course retakes are allowed for up to 365 days after the student's initial enrollment date into the course.*

Service Excellence Demo

Service Excellence Module 2 Demo

NEXT:



Service Excellence Module 2 Courseware

My Course Activity

Course Elements 1-2 of 2 First | Previous | Next | Last - show: All

Filter

➔ Service Excellence Module 2 Courseware

Service Excellence Module 2 Quiz - This element will be available as soon as you complete each required element before it.

- Enjoy the demonstration!