

The background features three overlapping green leaves with a gradient from light to dark green, set against a solid grey background. The leaves are positioned behind the main text.

# Dominion University

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Steps to Access Professional Development Training Courses on  
Dominion



# Login to Your Dominion Account

- ❖ Open your web browser and navigate to the Dominion login page.
- ❖ <https://identity.myisolved.com/Account/Login>
- ❖ Enter your username and password.
- ❖ Click the "Login" button to access your account.
- Once logged in, look at the left side of the screen.
- Click on your name or profile icon.
- From the dropdown menu, select "University."
- ❖ Please Refer to the following screenshots for guidance.



Employee #: [REDACTED]

 Home

 My Account

 User Preferences

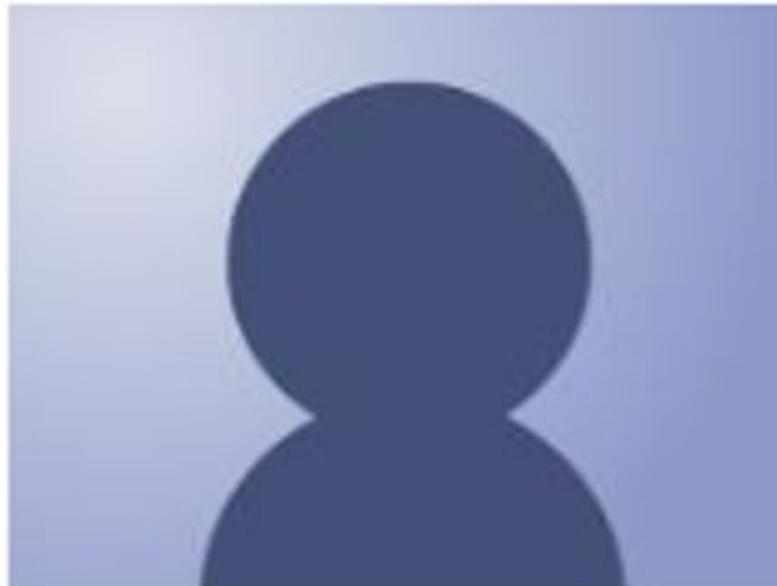
 Electronic Consent

 Electronic Delivery-Tax Forms

 University

 Terms and Conditions

**Welcome back** [REDACTED]



**NOTIF**



## Access “My Classroom” Options

- ❖ Move your cursor to the right side of the screen.
- ❖ Click on the three lines (menu icon) to open the options menu.
- ❖ From the menu, select “My Classroom”.
- ❖ Under “My Classroom,” find and click on the “Courses” option.

VIEWING AS EMPLOYEE

SEARCH

My Account

LOG OUT



MY CLASSROOM ▾

CLASSROOM ▾

LIBRARY ▾

QUICK HELP VIDEOS



MY CLASSROOM ▾

MY CLASSROOM

DASHBOARD

COURSES

COURSE PATHS

CERTIFICATES

LEADERBOARD

CLASSROOM ▾

# Browse the Courses List

Scroll down the page to view the list of available  
courses

# Courses

## Languages

All

Spanish

## System Categories

All

Career

Compliance

Computer Security

Conflict

PRO GO1-10125889 – Electrical Safety for Everyone, concise version



PRO GO1-10125931 – Electrical Safety for Everyone, concise version, Spanish



PRO GO1-10265431 – Word 2019 Advanced



PRO GO1-10275297 – Excel 2019 Advanced



PRO GO1-10545595 – Dealing With Difficult People



PRO GO1-10654781 – Emotional Intelligence



PRO GO1-11022004 – Fundamentals of Leadership



Training

Workplace Interactions

## Filters

ELECTIVE

PASSED

UNPASSED

PRO GO1-13971512 – Expertise/Employee Retention Bundle



PRO GO1-14005532 – Customer Service Self-Management



PRO GO1-14038489 – Present a Professional Appearance



PRO GO1-14245808 – Would I Follow Me - Leadership Best Practices



PRO GO1-14925788 – Anti-bullying at Work



PRO GO1-16392024 – The Respectful Workplace: Manage for Respect - Expect the Best (General Manager Version)



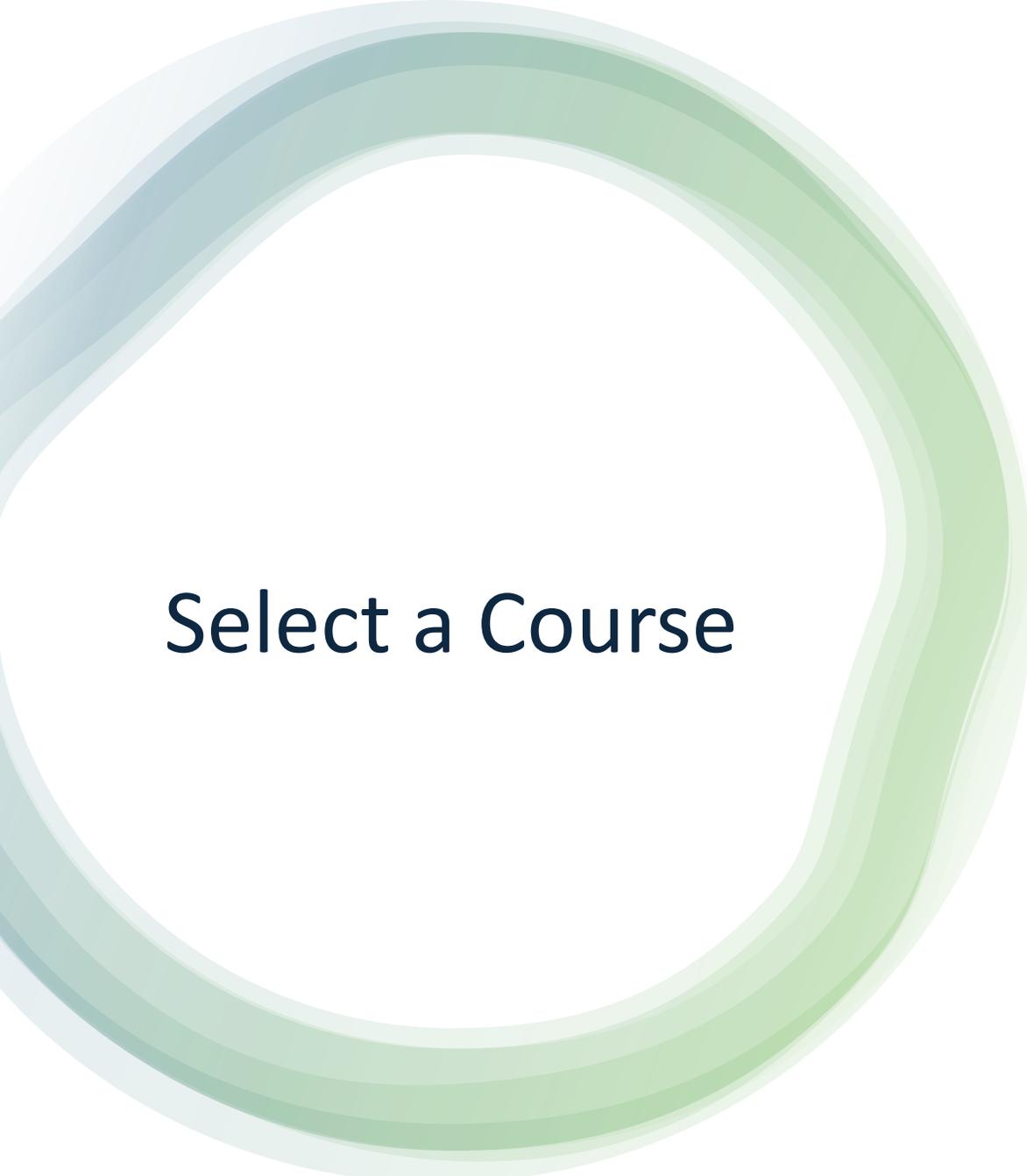
PRO GO1-17198705 – HR Compliance Essentials for Managers - Managing within the Law

Passed



PRO GO1-17198737 – Code of Conduct Essentials





## Select a Course

- ❖ Browse through the courses and choose the one that you would like to take to further your career development.

**PRO** GO1-14005532 – Customer Service Self-Management



 Estimated Duration: 594 minutes

What are the core personal skills and behaviors that you need to be successful when working with customers, clients and prospects? Our service self-management curriculum focuses on the inner-facing skills needed to build a solid foundation and achieve customer service excellence. The topics covered include product and procedural knowledge, time and stress management skills, giving and getting help, responsible initiative, service attitude, critical thinking, and rewards and recognition.

[VIEW COURSE >](#)



## Review Course Details

- ❖ Scroll down on the course page to see if the course has any prerequisites.
- ❖ Review the Course Overview, Course Introductions, Course Description, and other details provided.



# Start Your Training

- ❖ Click on the "View Course" button.
- ❖ You can now start your training by following the instructions provided.

Go1 Learning - Google Chrome

scorm.learning.myisolved.com/v3/courses/default/ecdkfzmngtpkkeflzvcxhtybowzrlidg/8/index.html

Product Knowledge: Product and Procedural Knowledge

**Start**

Overview Rate this

**Customer Service Self-Ma...**  
Chart Learning Solutions  
9 hrs 54 mins  
0% completed 0/40 resources

Product/Procedure... ^

- Product Knowledge: Product and Procedural Knowledge Interactive
- Product Knowledge: Competitive Knowledge Interactive
- Product Knowledge: Building Credibility Interactive
- Product Knowledge: Developing Expertise Interactive
- Product Knowledge: Industry

My Account

☆ Add

### Course Description

What are the core personal skills and behaviors that you need to be successful when working with customers, clients and prospects? Our self-management curriculum focuses on the inner-facing skills needed to build a solid foundation and achieve customer service excellence