

ORACLE® USER PRODUCTIVITY KIT

CONTENT PLAYER

RELEASE 3.6.1 SERVICE PACK 1

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1. Player Introduction


The Player provides you with instruction about how to use software applications. You can see how-to demonstrations, practice a task in a simulated environment, and be guided through a task in a live environment. You can also test your knowledge of a task.

Get Started

This section describes how to start the Player, access the help system, and configure preferences.

Start the Player

To access content, you must launch the Player. Your administrator will provide you with the web address to launch the Player. When you access this web address, the Player appears.

If you have questions about using the Player, click  on the Player window to display the online help.

Configure Player Preferences

You can use the Preferences window to set options that affect how the Player functions.


Note: If the Preferences icon does not appear in the Player, your administrator has preset all preferences and has prevented them from being changed.

You can restore the default preference settings by clicking Defaults and then clicking OK to confirm the action.

Option	Description
Marquee color	Set the color for the marquee (or highlight) that appears in See It!, Try It! and Do It! modes. The default marquee color is red.
Play audio	<ul style="list-style-type: none">All available sound option (default) - Play any available sound files during playback.Keyboard and mouse clicks - Play only keyboard and mouse clicks during playback in See It! mode. These sounds are FLV files, delivered in the Audio folder of published content, that play automatically when keyboard and mouse clicks occur in See It! mode playback.No Sound - Disables sound during playback. Note: The end user must have Flash 9.0 or greater installed to playback sound in the Player.
Show introduction text	This option controls whether the Introduction frame appears when a topic is played in the Player. Select this option to show the Introduction frame as the first frame during playback and deselect it to suppress the frame.

Option	Description
Enable skipping in Try It! mode	Select this option to enable the user to advance to the next step in Try It! mode by pressing Enter instead of performing the action in the bubble.
Key combination for advancing in Do It! mode	Configure a key combination for advancing to the next step in Do It! mode, if you do not want to use the default combination.
Default playback mode	This option controls the default mode launched when double clicking on a topic in the outline. The default is Try It! mode.

 To configure Player preferences:

1. Start the Player.
2. Click .
3. Set the Player options.
4. Click OK.

View Player Content

The Player is the central area from which you can view and find available training content in the form of modules and topics, with links to other information such as text, documents, websites, graphics, and so on. From any topic, you can launch any of the available playback modes to help you learn the content.

The Player displays the following panes:

- Outline
- Concept

You can resize each pane by clicking and dragging the horizontal separator bar. Mouse over this area until your cursor changes icons, and click, drag, and release the mouse button to change the pane size.







The Preferences icon displays the current preference settings for the Player. If this link does not appear, your administrator has preset all preferences and has prevented you from changing them.

The Help icon displays the Player help system.

Note: You need Flash 9.0 or later installed to play content with sound through the Player. If Flash is not installed, you can view the content without sound by disabling Play Audio in the Player preferences.

Use the Playback Modes

The following playback mode buttons appear above the Concept pane (if your content provider enabled them).

Button	Description
 See It! ▼	This mode enables you to learn about the selected topic by displaying an animated demonstration of a task being completed.
 Try It! ▼	This mode allows you perform the selected task in a simulated environment.
 Know It? ▼	This mode tests your ability to perform the selected task in a simulated environment.
 Do It! ▼	This mode guides you as you perform the selected task in the live application.
 Print It	This mode allows you to print a topic in Microsoft Word or Adobe PDF format.
	Click this icon in the playback mode button to start the simulation at a point other than the beginning of the topic. These points are called Jump-in points.

Note: Playback mode buttons only appear when a topic is selected in the outline. Also note that the text in each button may not appear depending on the size of the Player window.

Use the Outline Pane


The Outline pane displays the available content you are viewing.

You can navigate to a document in the outline by clicking it with the mouse. You can use the Tab key to navigate to documents in the outline and various links and graphic elements in each pane. You can also use the arrow keys to navigate the outline. Press the left arrow key to expand or the right arrow key to collapse the selected section. The left and right arrow keys do not affect topics. Use the up arrow or down arrow keys to navigate up or down the outline.

Selecting a topic and pressing Enter or double-clicking on a topic launches it in the default playback mode. The default playback mode is initially set by your content provider; however, you can change it in Preferences.



Perform a Search

The Outline pane includes a Search textbox to locate content quickly instead of navigating the outline.

After you enter a word or phrase and click , the Player performs a full-text search, including any pre-defined keywords, to locate all content with the indicated word. For example, you could type the word "page" to find any content that refers to page setup, page breaks, and so on.

The default search results display in a flat list view. All documents matching the search criteria display in the Outline pane. You can toggle to an outline view by clicking the View filtered outline link. This view displays all documents that match the search criteria within the context of their location in the outline. You can toggle back to the flat list view by clicking the View list link.

 To perform a search:

1. Start the Player.
2. Click in the **Search** textbox.
3. Type your search text and click .
4. Click the **View filtered outline** or **View List** to toggle between list outline and list views of the search results.
5. Click  to clear the search results as well as the search text you entered and return to the outline.

Note: You can modify your search by editing the search text and clicking  again.

Filter Content by Role

The Outline pane includes a My Roles link if your content includes role assignments. The My Roles checkbox and My Roles link only appear if you are viewing content in which roles were assigned by the content author.

The My Roles functionality allows you to personalize the content outline to show only those topics that apply to a role. For example, you could select "Payroll" to display those topics that refer to the payroll function.

Click the My Roles link and select the roles to be used to filter content from the predefined list on the My Roles dialog box. Click the Roles checkbox to apply the role-based filtering to the content. Only those documents to which the selected roles are assigned appear in the Outline pane. You have the ability to easily switch back and forth between your personalized view and the full content view. You can redisplay the entire outline by clicking off the My Roles checkbox.

Note: When you apply role-based filtering, you may have to expand the tree structure in the outline to see the results of the filtering.

Use the Concept Pane

The Concept pane appears on the right side of the Player and provides additional information about the module or topic that is selected in the outline, or the introduction information if no additional information was provided.

Text or graphics may appear when you select an item in the outline if the content author has associated such information during content creation. Additionally, certain text may appear in a different color and underlined, also known as a hyperlink. When you position the mouse pointer over a hyperlink, it changes to a pointing hand. A hyperlink may launch a document, presentation, web page and so on.

View Hyperlinks

While See It!, Try It!, and Do It! modes allow you to work through the steps of a task, additional information may also be incorporated within the content in various places. Information may be associated with an outline item, or a particular screen in a topic. It may contain additional information presented in plain text format or a diagram or chart. In addition, you may be able to launch external documents or web sites.

Icons or hyperlinks may appear in Try It! or Do It! modes during playback if the content author has incorporated additional information along with the steps of a topic. Clicking an icon or hyperlink displays text information, a graphic, an external document, web page, and so on.

Note: The icons for additional information are not available in See It! or Know It? modes.

Hyperlinked text may also be a glossary definition. When you click a glossary hyperlink, specific information appears about the hyperlinked term, for example, clarification for a specialized term used within your organization.

Note: Glossary hyperlinks do not appear in See It! mode.

Sound in the Player




Some of the content viewable in the Player may contain sound. The behavior of sound in the Player is described in this section.

Before you can hear sound through the Player, you must:

- Set the Play Audio preference to All Available sound or Keyboard and Mouse Clicks.
- Install Adobe Flash 9.0 or later.

Note: If Flash is not installed, you can view the content without sound by disabling Play Audio in the Player Preferences.

Sound on Conceptual Content

When sound is attached to conceptual content (i.e., information displayed in the Concept pane without running one of the Playback modes), the Play Sound /Pause Sound , Stop Sound  icons and a progress bar display below the Playback buttons so you can control the sound playback. By default, sound plays automatically when you select an item in the outline. If you press Stop Sound, sound playback toggles off so if you select another item in the outline the sound will not automatically play. You can toggle automatic sound playback back on by pressing Play Sound again.

If you re-launch the Player, the sound playback mode is remembered from the last usage.

Sound on Playback Modes

Sound playback is available during the See It!, Try It! and Do It! playback modes. Sound in these modes plays automatically when the topic displays. Pausing the simulation using the Action link that appears in the bubble also pauses the sound.

Sound is disabled during Know It? mode because this mode is designed to test the user's knowledge about the content.

Play a Topic

You can launch a topic in any of the following modes (if they were enabled by your content provider):

- See It!
- Try It!
- Do It!
- Know It?
- Print It!

Note: If a webpage with sound was linked to a the Concept Pane of a Topic and published to the Player, the Play and Pause icons appear at the top of the Concept Pane of the Player so you can control the playback of sound.

Play See It! Mode

See It! mode enables you to learn by watching an animated demonstration of tasks being performed in a simulated environment. As tasks are performed, information is provided explaining the steps being performed.

You can pause the playback at any time by clicking the Pause link in the bubble. Then, when you are ready, you can click the Resume link to continue the playback. You can stop

the playback at any time by clicking the Close button in the bubble, or manually advance by pressing the ENTER key. You can also press ESC to exit.

Control the topic playback using the Actions link that appears in the bubble.

Link	Description
Resume	Close the Action menu and resume the topic playback.
Print It!	Displays a document that was provided for the topic by your content provider. This link only appears if a document was provided for Print It! mode.
Preferences	Display the current preference settings for the Player. If this link does not appear, your administrator has preset all of the preferences and has prevented them from being changed.
Help	Display the Player help system.
Close Topic	Close the topic in current playback mode and return to the topic launch point.

 To play a topic in See It! mode:

1. Start the Player.
2. Expand the outline as necessary to display topics.
3. Click a topic. You can also double-click a topic to launch it in the default playback mode.



4. Click





You can also start a topic at a specific Jump-In Point.



Play See It! Mode in a Window

See It! mode enables you to learn by watching an animated demonstration of tasks being performed in a simulated environment. As tasks are performed, information is provided explaining the steps being performed.

Note: This mode does not appear in the Player interface. It can only be launched through a link.

The topic begins playing automatically when you launch it. You can control the playback with the following buttons.

Button	Description
	Pause - Allows you to pause the playback.
	Previous Step - Return to the previous step.
	Next Step - Advance to the next step.
	Restart Playback - Return to the first step and play the topic again.

Button	Description
	Preferences - Displays the Preferences. You can change the color of the action area and specify if you want sound to play, if sound is available.
	Help - Launches the help system.

You can press the ENTER key to advance to the next step manually, if desired. You can close the window at any time to exit the topic.

Play Try It! Mode

Try It! mode enables you to learn a task by practicing in a simulated environment with step-by-step instructions and guidance throughout the task. If you make a mistake, you are prompted to try again. Whenever text input is required, the text must be entered EXACTLY as suggested to advance to the next step. If the step does not automatically advance after you enter the requested input, you may need to modify your entry. If you feel that your entry is also an acceptable one, you can click the Typing Complete button to submit it. If your entry is also considered a correct response, the step will advance. Otherwise, you will be prompted to enter the requested text. Because you are using a simulated environment, your actions will have no impact on actual system data or settings.


Control the topic playback using the Actions link that appears in the bubble.

Link	Description
Next Step	Advance to the next step.
Previous Step	Return to the previous step.
Restart Playback	Return to the first step in the topic and restart the task.
Show next Alternative action	Display other ways to perform the current step. This link only appears when other ways to perform the current step are defined in the authoring process.
Display Concept	Display the conceptual information for the task. This link only appears if conceptual task information exists.
Print It!	Displays a document that was provided for the topic by your content provider. This link only appears if a document was provided for Print It! mode.
Attachments	Display individual links that launch additional information related to the current screen. This link only appears if additional information exists for the current screen.
Preferences	Display the current preference settings for the Player. If this link does not appear, your administrator has preset all of the preferences and has prevented them from being changed.
Help	Display the Player help system.
Close Topic	Close the topic in current playback mode and return to the topic launch point.

 To play a topic in Try It! mode:

1. Start the Player.
2. Expand the outline as necessary to display topics.
3. Click a topic. You can also double-click a topic to launch it in the default playback mode.



4. Click .
- You can also start a topic at a specific Jump-In Point.
5. Press **Enter** or click the **Start** link to begin the topic playback.
6. Follow the instructions in the bubbles.
7. Press **Enter** or click the **Finish** link to complete the task.

Play Do It! Mode

With Do It! mode, you are guided through a task while you perform it in the live application. This unique mode makes it possible for you to accomplish real work while you learn.

When a topic is played in Do It! mode, the Do It! window opens on top of the target application. The top section of the window includes step-by-step instructions for completing the task. When you complete a step, you click the Next Step button to display instructions for the next step or to skip a step. The Previous Step button appears after you perform the first step in the topic, allowing you to move back to a previous step. If a key combination was set in the Preferences window, you can use that combination to advance to the next step in Do It! mode. A key combination is not available to navigate back to the previous step, however.

The bottom section of the Do It! window displays a graphic that illustrates how the screen should appear in the live application for the step. On the graphic, a marquee surrounds the area in which you should perform the action in the live application. You can drag the graphic to reposition it within the Do It! window, if necessary. You can also drag the lower right corner of the Do It! window to resize it and display more of the graphic or you can use the Show/Hide Graphic button to toggle the display of the graphic in the Do It! window. You can also move the Do It! window to another area of the screen by dragging the title bar to the desired location on the screen.

Control the topic playback using the Actions link that appears in the bubble.

Link	Description
Next Step	Advance to the next step.
Previous Step	Return to the previous step.
Restart Playback	Return to the first step in the topic and restart the task.
Display Concept	Display the conceptual information for the task. This link only appears if conceptual task information exists.
Attachments	Display individual links that launch additional information related to the current screen. This link only appears if additional information exists for the current screen.

Link	Description
Play	Display links to launch the topic in See It!, Try It!, or Print It! mode (if Print It! mode is enabled). After viewing the step in See It! or Try It! mode, you can continue in that mode or press ESC to return to Do It! mode.
Preferences	Display the current preference settings for the Player. If this link does not appear, your administrator has preset all of the preferences and has prevented them from being changed.
Help	Display the Player help system.
View Outline	This link only appears if the topic was launched in a context-sensitive manner from a target or web-based application. Close the topic and return to outline in the Player.
Close Topic	Close the topic in current playback mode and return to the topic launch point.

 To play a topic in Do It! mode:

1. Start the target application.
2. Start the Player.
3. Expand the outline as necessary to display topics.
4. Click a topic. You can also double-click a topic to launch it in the default playback mode.



5. Click .

You can also start a topic at a specific Jump-In Point.

6. Click **Next Step** to start the task, if necessary.
7. Perform the currently displayed step as indicated in the Do It! window.
8. Click **Next Step** after completing the step.
9. Repeat steps 7 and 8 to complete all steps for the task.
10. Click **Close** to complete the task.

Play Know It? Mode

Know It? mode enables you to test your knowledge of a task in a simulated environment. When you click the Know It? icon, you are presented with the score needed to pass, and you may also receive instructions for completing the assessment or other pertinent information. You can then start to perform the required steps for completing the current task. Once you start the task, you may not see any further instructions for completing it, depending on how the task was structured by the content author. Since Know It? mode is a simulated assessment, you must perform the steps of the topic exactly as they were recorded during content creation. If Try It! mode includes alternative methods of performing a step, either method will be scored properly in Know It? mode.

If you are unable to complete a step, you can click the Show Step link in the Know It? bubble. When you click this link, a window opens, informing you that you will be graded as incorrect if the Player completes the step for you. You can then confirm the action by clicking Yes or cancel the action by clicking No. If you cancel the action, you can attempt

to complete the step. If you confirm the action, the step is completed for you and you are marked incorrect for that particular step. Once the step is complete, you can then complete the remaining steps in the task.

If you fail to complete a step, you will see up to four levels of remediation. Following are the four levels of remediation:

Remediation	Description
Level 1: Try Again	The bubble informs you that your action was incorrect and to try again.
Level 2: Instructions Provided	The bubble informs you that the action was incorrect and provides instructions for completing the step.
Level 3: Instructions and Highlight Provided	The bubble informs you that the action was incorrect and provides instructions for completing the step and a highlighted area indicating where the action should take place.
Level 4: The Step is Completed for You	The bubble informs you that the action was incorrect and states that the action will now be completed for you.

Although you cannot control the playback in Know It? mode, you can use the Actions link that appears in the bubble to access the following links:

Link	Description
Preferences	Display the current preference settings for the Player. If this link does not appear, your administrator has preset all of the preferences and has prevented them from being changed.
Help	Display the Player help system.
Close Topic	Close the topic in current playback mode and return to the topic launch point.

You can exit Know It? mode at any time by clicking the Close button in the Know It? bubble or by pressing ESC. When you attempt to exit Know It? mode, you are presented with two options that enable you to: 1) exit the assessment without being scored; or 2) return to the assessment and complete the task.

When you complete the assessment, you are presented with your score as a percentage of steps completed properly without assistance. Therefore, you are scored correct only when you complete a step right the first time. The passing score and a Pass field also appear in the assessment results. The Pass field displays "Yes" or "No" to indicate if you passed or failed the assessment.

 To play a topic in Know It? mode:

1. Start the Player.
2. Expand the outline items as necessary to display topics.
3. Click a topic. You can also double-click a topic to launch it in the default playback mode.



4. Click .

A Know It? bubble opens with the score needed to pass. Instructions for completing the assessment or other information may also appear.

5. Press Enter or click the **Start** link to start the assessment.
6. Complete the first step in the task.
7. Continue to complete all steps and if necessary, take the appropriate action for missed steps as indicated in the remediation bubble. When the task is complete, you are prompted to press **Enter** or click the **Continue** link to view the results of the assessment.
8. Press **Enter** or click the **Finish** link to return to the Player after viewing the results.

Know It? Mode Action Types and Events

Depending upon the current action, you may receive instructions for completing a step in Know It? mode. For example, when you are required to enter text into a field or select a specific value from a list, text may appear in the Know It? bubble that provides guidance for that step.

Know It? mode may also complete the step for you depending upon the action type. When drag-and-drop actions are used during content development to illustrate highlighting text or moving an object across the screen, Know It? mode performs these steps automatically and marks the step as correct. The Know It? bubble displays the following text: "The following action is a Drag and Drop. When you press OK, this step will be completed for you. When it is complete, you may continue with the next step. You will not be scored for this step." When you click OK, the task is completed for you in See It! mode. Once the drag-and-drop action is complete, you can continue working on the task.

For most steps, the Know It? bubble will simply display the Show Step link, without instructions for completing the current step.

Enter Text in Know It? Mode

As you proceed through the steps in Know It? mode, you may encounter a step where you are prompted to type text. Typing the same text as displayed in the example scores the step as correct and automatically advances you to the next step. If the step does not advance, you have two choices. If you incorrectly typed the text, you can edit the text or delete your entry and type it again. If, however, you typed a different entry that you feel is also correct, you can click the Typing Complete button to submit the response.

Depending on how the assessment step was constructed when the content was created, some text entry steps score any response as correct, while others score only the example text as correct. If blanks are allowed, you can click the Typing Complete button without entering a value.

Note: The text required for a text entry step may or may not be case dependent. If the step does not automatically advance after you enter the example text, check to see if your entry matches the case of the example.

The following table shows how each input prompt is scored.


Input Prompt	Scoring Result
Enter "a". <i>or</i> Enter "a" or "b" or.... Enter a valid value e.g. "a".	Only the example text will be scored as correct.
Enter "a" or leave blank.	Any text entry will be scored as correct. You do not have to duplicate the example text. However, you may not leave the step blank since blank entries will be scored as incorrect.
Enter a valid value e.g. "a" or leave blank.	Only the example text, or leaving the step blank, will be scored as correct. Any other entry will be scored as incorrect.
	Any text entry, or leaving the step blank, will be scored as correct.

Note: You can use normal editing functions to correct a text entry. Mouse actions such as dragging and keyboard actions such as the Backspace and Delete keys are allowed.

Note: In a text entry step, you cannot substitute the ENTER key for the Typing Complete button. If the step does not advance after you type your entry, you must use the Typing Complete button to submit the entry.

Print Assessment Results

A Print Results link appears in the assessment results window. You can click this link to print a record of these results. The printed output displays the module and topic name, the result (Pass or Fail), your score, the required score, and the date and time the report was printed. A Signature line appears on the report as well. A supervisor or training manager may need to sign this report to confirm that you completed the assessment successfully.

 To print a record of assessment results:

1. Start the Player.
2. Launch a topic in Know It? mode.
3. View the assessment results upon completion of the task.
4. Click the **Print Results** link.
5. Complete the print process as prompted.
6. Click **Close** after viewing a preview of the printed output.
7. Press Enter or click the **Finish** link to return to the Player.

Use Print It! Mode

Print It! mode displays a document that your content provider supplied for the topic. This is typically a job aid, process document, or some other document with pertinent information on the topic. The document will launch in either Microsoft Word or Adobe Acrobat depending on the format of the document provided. You can review the document online or print it.

Note: You can also use Print It! from the bubble actions menu for the play modes that support it.

 To use Print It! mode:

1. Start the Player.
2. Expand the outline as necessary to display topics.
3. Click a topic. You can also double-click a topic to launch it in the default playback mode.

4. Click .

Understand Additional Playback Options


You can use the following additional playback option to further explore the content, if applicable:


- Choose Jump-in Points
- View Alternative Paths and Alternative Actions
- View Decision Frames

Choose Jump-in Points

An arrow icon appears to the right of the See It!, Try It!, and Do It! buttons in the Player. Clicking this icon opens a window containing Jump-in Points. Jump-in Points are links to various steps within a topic, allowing you to start a topic at a point other than the beginning. Jump-in Points are helpful when you need to learn only a portion of a task, particularly for topics with many steps.

Your content provider pre-defines Jump-in Points for the content you are viewing. If no Jump-in Points were created, the window contains the Beginning of topic link only, which appears by default.

 To choose jump-in points:


1. Start the Player.
2. Expand the outline as necessary to display topics.
3. Click a topic.
4. Click  in the playback mode button.
5. Click the link representing the desired Jump-in Point.
6. When finished, exit the current playback mode as prompted.


View Alternative Paths and Alternative Actions

In Try It! mode and Do It! mode, you may have the opportunity to display alternative actions or paths within a topic. Alternative Actions are single actions that accomplish the same result as the primary action. Alternative Paths, on the other hand, guide the end users through alternate steps to accomplish the same task as the primary steps.

Note: Alternative Actions and Alternative Paths do not appear in See It! mode.


In Try It! mode, the Show next Alternative action icon appears in the bubble if an alternative action or path is available. Clicking this icon displays a separate bubble containing the alternative action or path.


 To view alternative actions in Try It! mode:

1. Launch a topic in Try It! mode.
2. When available, click **Show next Alternative action** .
3. Complete the action or start the path indicated in the bubble.

Note: You can also display an alternative action or path by clicking the Actions link in the Try It! bubble and then clicking the Show next Alternative action link.

In Do It! mode, if an alternative action or path is available, the Show next Alternative action icon appears in the Do It! window. When you click this icon, the Do It! window displays the appropriate step and screenshot for the alternative action or path.

 To view alternative actions in Do It! mode:

1. Launch a topic in Do It! mode.
2. When available, click **Show next Alternative action** .
3. Complete the action or start the path indicated in the window.

Note: You can also display an alternative action or path by clicking the Actions link in the Do It! window and then clicking the Show next Alternative action link.

View Decision Frames

Decision frames may appear in See It!, Try It!, and Do It! modes. These frames allow you to choose from several possible paths. Decision paths allow you to accomplish slightly different tasks that initiate from a common point. For example, you complete the steps to open a Print dialog box. From this point, you can choose to print the document, print the current page only, or set print options without printing anything. These choices would be presented to you in a Decision frame.

In See It! or Try It! mode, a Decision frame is indicated by a list of links in the bubble, along with instructions for choosing an option. Clicking a link launches the appropriate path.

Note: Depending on the options set by the content author, Decision frames may not appear in See It! mode.

In Do It! mode, the available paths are listed as links in the Do It! window along with instructions for choosing an option. Clicking a link launches the appropriate path.

Applicable Option

The Applicable option displays content related to the screen that is currently displayed in the target application. You can use this option to find content that includes information for the screen on which you are working. This feature helps reduce the content from which

you can choose. You can further reduce the content (within the Applicable topics) via the Search text box.

Note: Depending on the content source installed, the Applicable option may not be available. If the Applicable option is available, it will appear above the Search box in the Outline.

 To use the Applicable option:

1. Start the Player.
2. Click the Applicable option to display a list of applicable content for the screen you are on in the target application.
3. Play the topic in the any mode or click any modules/sections that may appear.

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