



User Frequently Asked Questions

Click into any of the links below to find the answers to your Frequently Asked Questions.

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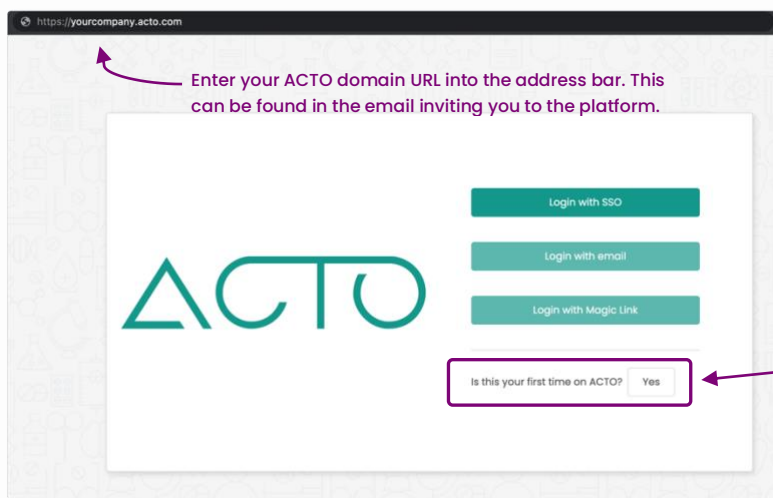


Is ACTO Omnichannel an App or a Web Platform?

Both. ACTO is cross-platform. You can use it on iOS and Android devices. The platform can also be accessed on your computer. We recommend using the [Google Chrome](#) or [Mozilla Firefox](#) browsers for the best experience.

How to Log in to ACTO using a Web Browser

When logging in to ACTO on your computer, please use the [Google Chrome](#) or [Mozilla Firefox](#) browsers for the best experience. If you are logging in with SSO, please click [Login with SSO](#) and enter your existing credentials.



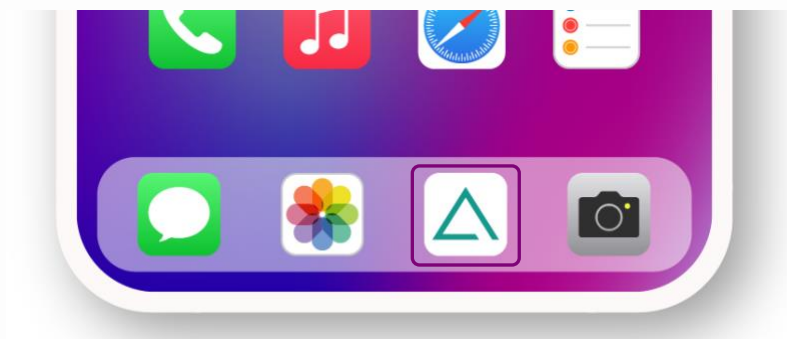
1. Log in to your company's ACTO URL. This is usually your company name.acto.com

2. Click [Login in with Email](#). Enter your email and password. Click [Login with Magic Link](#) to receive an email link that will sign you in.

3. If this is your first time logging in to the ACTO platform, click Yes. You will be sent a verification email. Once you receive the email, click the link to log in and create a password for your account.

Where to Find the ACTO Omnichannel App

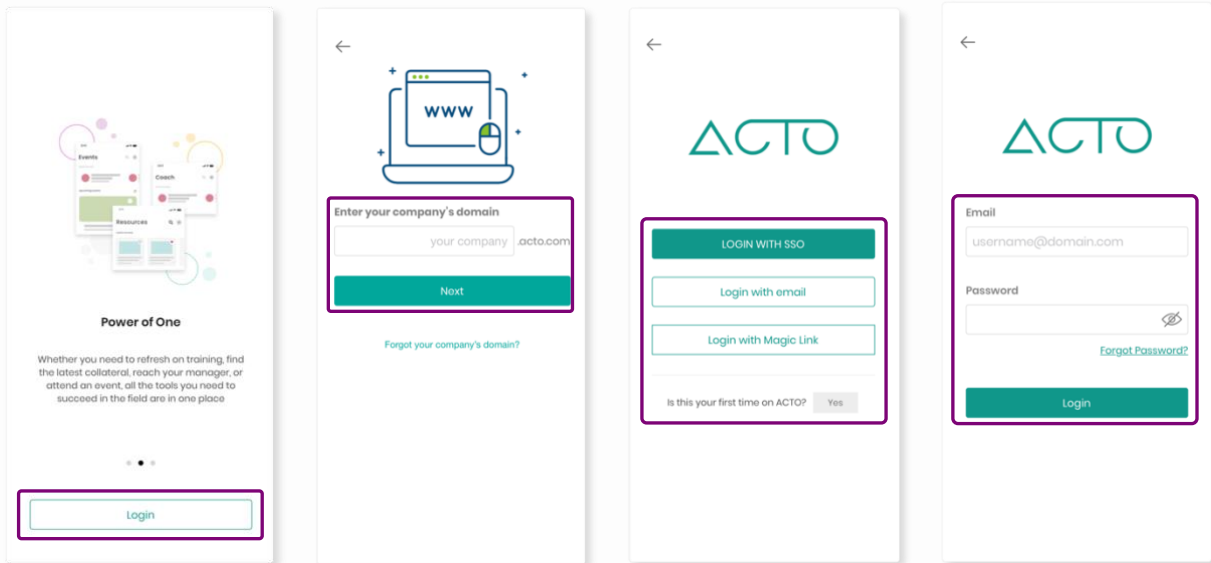
You may use ACTO on your iOS and Android devices. Please search for and download [ACTO Omnichannel](#) from the [Apple iOS store](#) or from [Google Play](#).



You can also click the [Launch the app](#) button in your first email from ACTO inviting you to the platform. This will take you to the appropriate location to download the app.

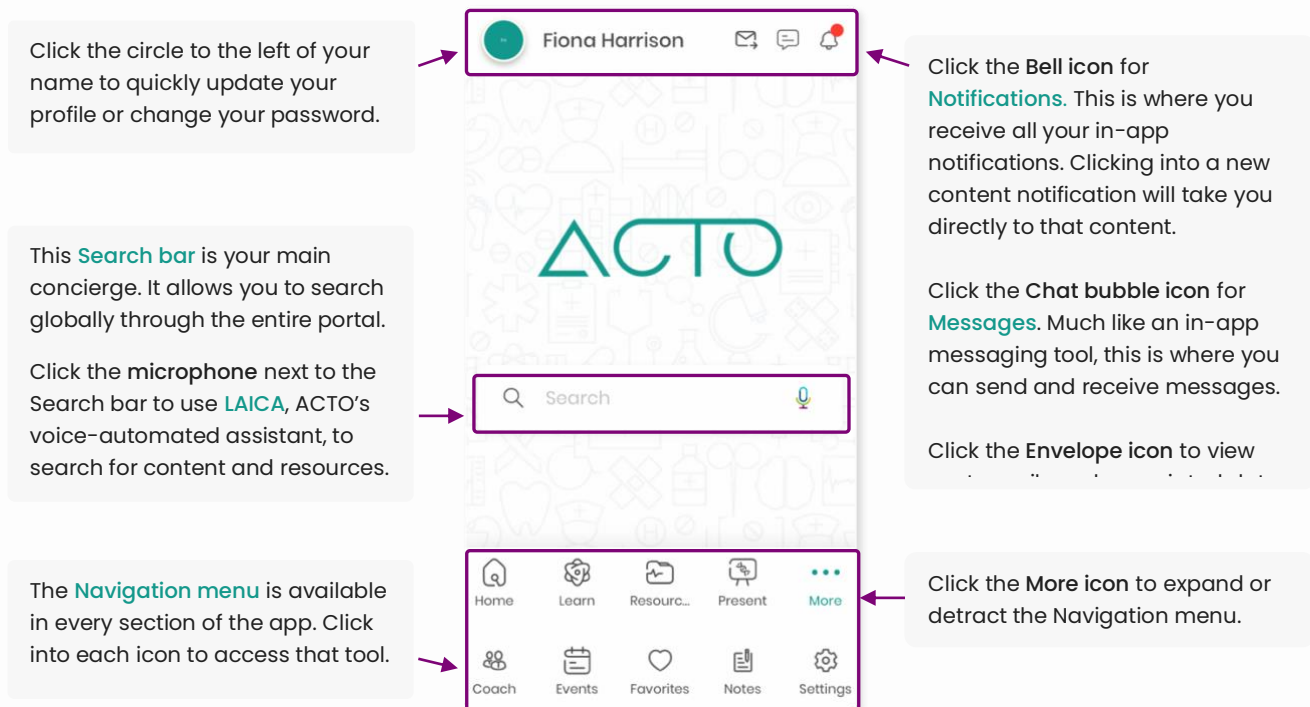
How to Log in to ACTO on a Mobile Device

Download **ACTO Omnichannel** from the [Apple](#) or [Google Play store](#). Then, please follow the image guides below to log in to ACTO on your mobile devices including iPhones and iPads. To log in with Single Sign-On please click **Login with SSO** and enter your existing SSO credentials.



How to Navigate Your ACTO Homepage

When you log in to ACTO you will see the **Home** screen. You can access your Profile, Messages, Notifications, Settings, an app-wide Search Bar, and all the platform's tools that are enabled for your account from here.



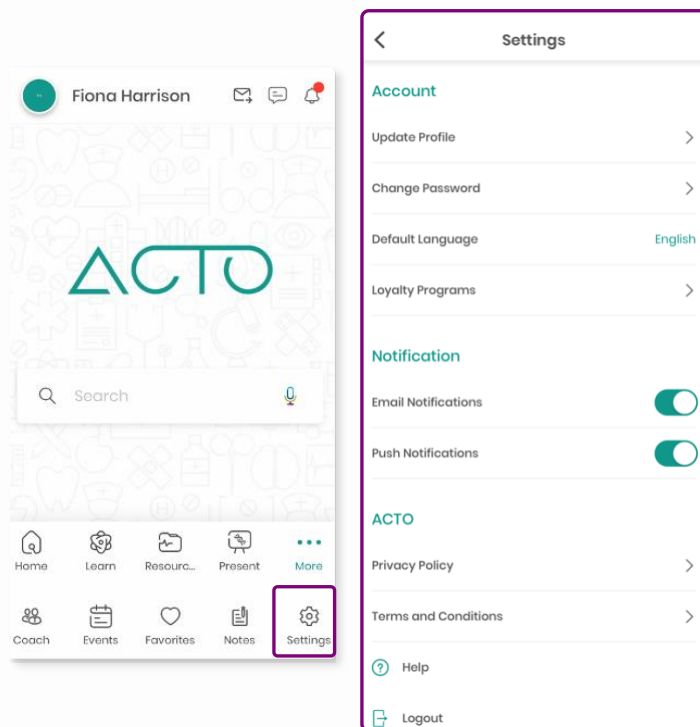
ACTO Navigation Menu Overview

ACTO's Navigation menu will always be on the bottom of your mobile screen and to the left on your computer browser. **Please note that all the tools below may not be enabled for your organization's ACTO portal.**

- **Home** Your landing page when you sign in. Access the platform-wide search bar here.
- **Learn** Where you will find all your training content.
- **Resources** Your digital briefcase containing all your essential resources.
- **Present** Self-curated playlists of content you have pulled from the Resources tool.
- **Coach** Where you can access the virtual role-play scenarios assigned to you.
- **Events** Where you can access and register or the events that have been deployed to you.
- **Favorites** A place to quickly access and organize resources you have favorited in the Resources tool.
- **Notes** A place to quickly access and organize notes you have added to resources.
- **Settings** Click to update your profile, change your password, update notification settings, or log out.

How to Modify Your Profile Settings

To modify or update your account settings, click into **Settings** from the Navigation Menu. You can also quickly update your profile by clicking the circle to the left or your name from the platform homepage.



Click into **Settings** to update or modify your profile and account Settings.

Click **Update Profile** to update your name and contact details. To update your email address, please contact your platform administrator.

Click **Change Password** to change your account password. **Not available for SSO users.**

Click **Default Language** to change the default language for your account.

Toggle to enable **Email and Push Notifications**.

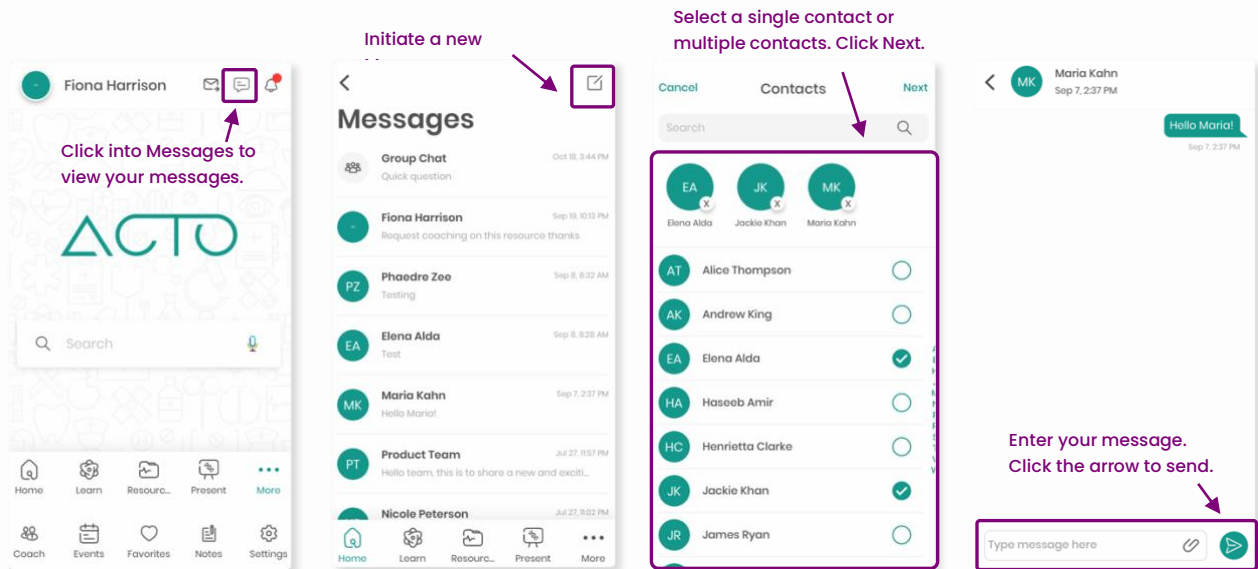
Click **Help** to reach out to ACTO Support.

How to Manage Your Notifications

Notifications let you know when new content has been shared with you. Click the **Bell icon** on the top-right of your screen to view your notifications. Click into a notification to directly access content. To enable Email and Push Notifications, click into your **Settings** and adjust your Notification settings.

How to Send and Receive Messages

The Messages tool on ACTO allows you to send and receive individual and group messages to your Managers and other end-users. **Messages will only work if it has been enabled for your platform by your administrators.**

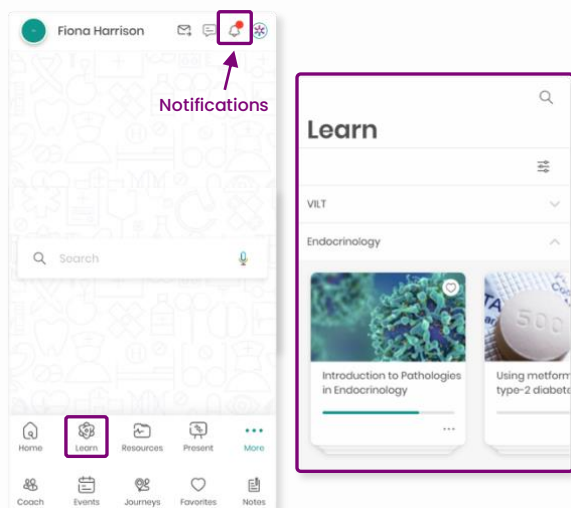



What are ActionPacks, Learning Sets, and Categories?

The Learn tool contains all the training modules, known as **ActionPacks**, assigned you. ActionPacks are training modules grouped into folders called **Learning Sets**. Learning Sets are grouped into broader **Categories**. This helps to organize and provide quick access to the training content you need.

How to Know When Learning Sets are Deployed to You

Learning Sets are folders that contain training modules pushed out to you. When Learning Sets are deployed to you, you will receive a notification. You can access your Learning Sets from the **Learn Tool**.

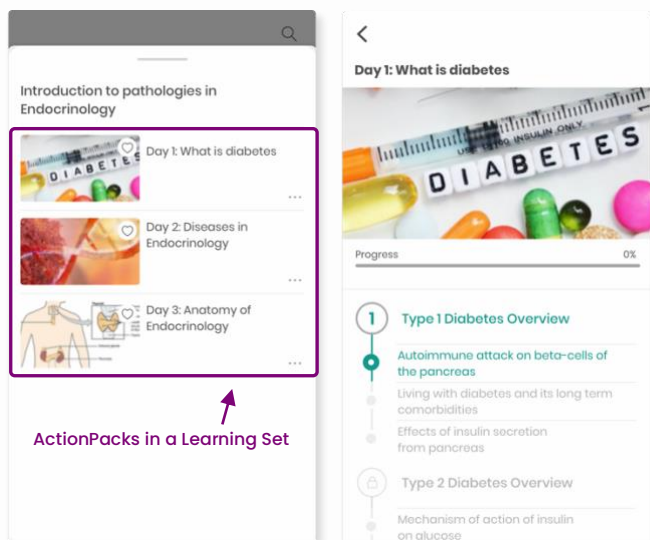


Click the **Bell icon**  on top of your homepage. Here you will receive **Notifications** about new training. Click into the notification to access the content.

To access your training modules, click into **Learn** from the Navigation menu. Expand the appropriate category and then click into the Learning Set and ActionPack. **You may filter through ActionPacks by All, New, In Progress, Overdue, and Completed.**

How to Navigate through an ActionPack

An ActionPack is a training module. ActionPacks are grouped in Learning Sets. To view an ActionPack, click into it from the Learning Set it lives in. This takes you to the ActionPack Table of Contents. Click into the first Lesson to get started. Upon completion you may go back and reference the training in an ActionPack.

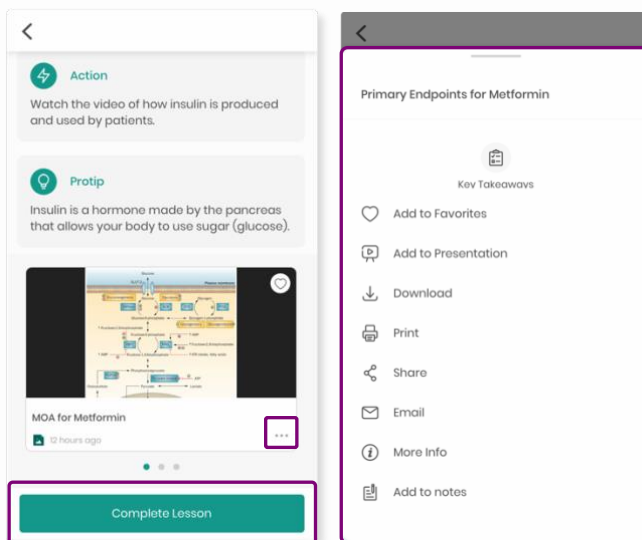


- ActionPacks are organized into **Topics** and **Lessons**. Topics are main sections and Lessons are subsections related to the Topic.
- In this example *Type 1 Diabetes Overview* is the first Topic in the ActionPack. Click the Lesson below the Topic to get started.

PROTIP The first Lesson in this module is highlighted, and others grayed out. This means the ActionPack is meant to be completed sequentially. Once a Lesson is complete, you may navigate forward.

How to Navigate through a Lesson

Each Lesson in an ActionPack may contain engaging resources like videos, PFDs, checklists, images and more.

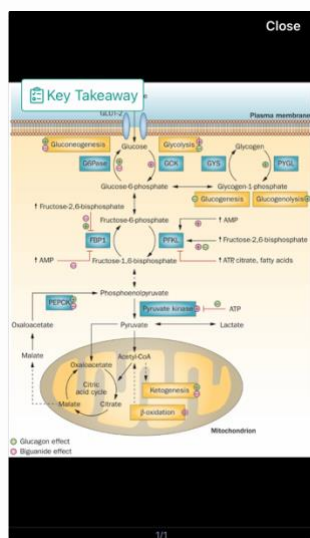
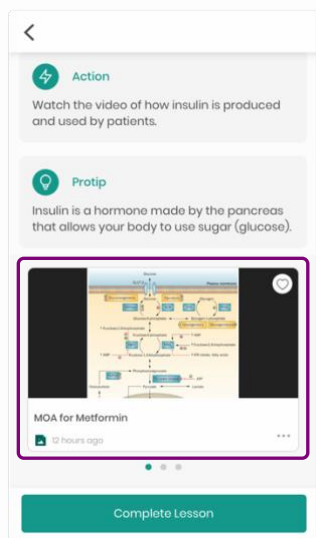


- Lessons may contain **Actions** and **Protips** which provide learners with context and guide them through the Lesson's resources.
- ActionPacks may also contain resources like videos, images, documents, and more.
- Swipe through the resources in a Lesson to view each one. Click into a resource to view it in full screen.
- Click the **More icon** *** on the bottom right of a resource to view a list of actions you can take with the resource.

PROTIP Once you have reviewed the content in a Lesson, please make sure to click the **Complete Lesson** button to save your progress and move onward to the next Lesson.

What Are Key Takeaways?

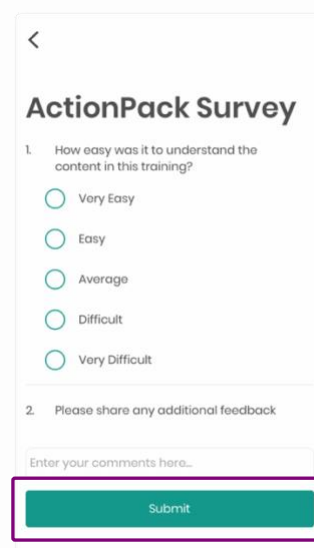
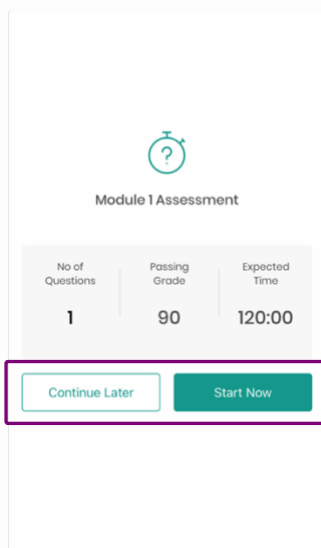
Key Takeaways are checklists or videos attached to resources that **summarize, highlight, or break down key information** from the resource. Click into a resource in an ActionPack or Collection to see its Key Takeaway.



Click right into a resource to view it in full screen. If the resource has a **Key Takeaway**, you will see a **Key Takeaway** button. Please click this to view any additional content attached to the resource.

How to Complete Interactive Resources in an ActionPack

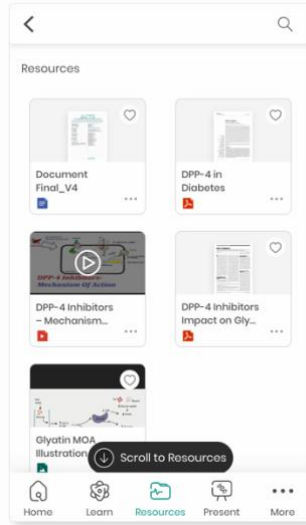
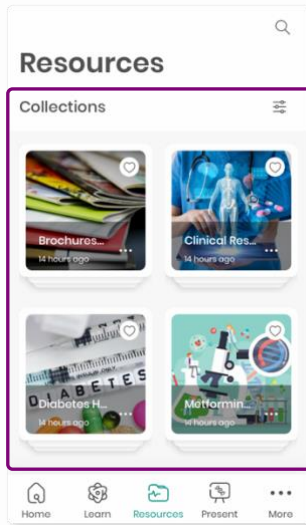
As you go through an ActionPack, you may come across interactive resources like **Quizzes, Polls, Surveys, or Digital Signatures**. These resources will pop up as you proceed through your ActionPacks. Click into the interactive resource and follow the instructions to complete it.




PROTIP Using interactive resources, your Managers might require you to complete a quiz with a certain score, respond to a survey or a poll, or enter your signature digitally to attest you have completed training.

How to Know When Collections are Deployed to You

Collections are folders containing standalone resources that are pushed out to you. When Collections are deployed to you, you will receive a notification. You can access your Collection from inside the **Resources Tool**.

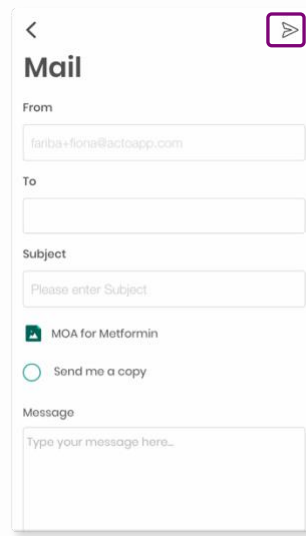
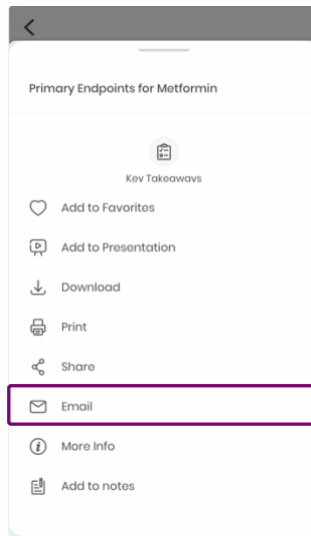
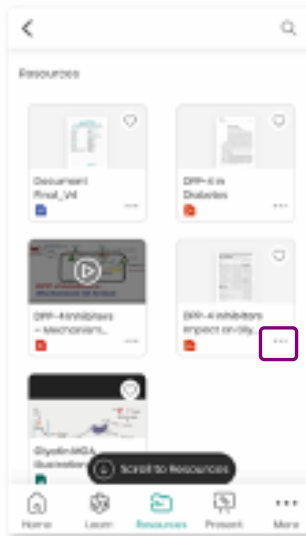


Click the **Bell icon**  on the top of your Home screen. You will receive Notifications when you are deployed new content. Click into the notification to access the content.

To access resource Collections, click **Resources** from the Navigation Menu. Click into the Collection and specific resource you would like to view.

How to Email a Resource Externally

Approved resource assets may be emailed externally if this feature is enabled by your managers and platform admins. **If a resource is not shareable, you will not see the email option below.**



Click the **More icon** on the side of a resource.

Click **Email** and enter the recipient's details. If this option is not available, you will not see the Email option.

Click the **Send arrow**.

PRO TIP Once you have emailed an approved resource externally, you may view its status. Click the Envelope icon on the platform homepage. Then click into the specific sent email you would like to view the data for. You can see the view count, last activity date, and time spent on the email by the recipient.