

User Guide

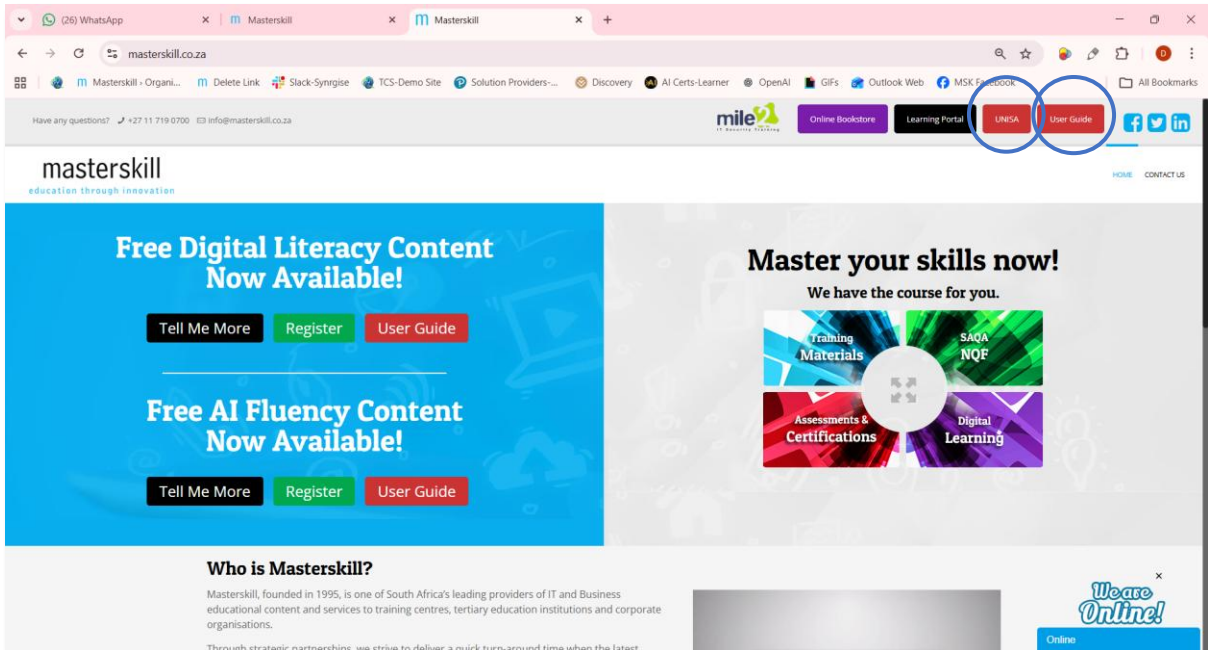


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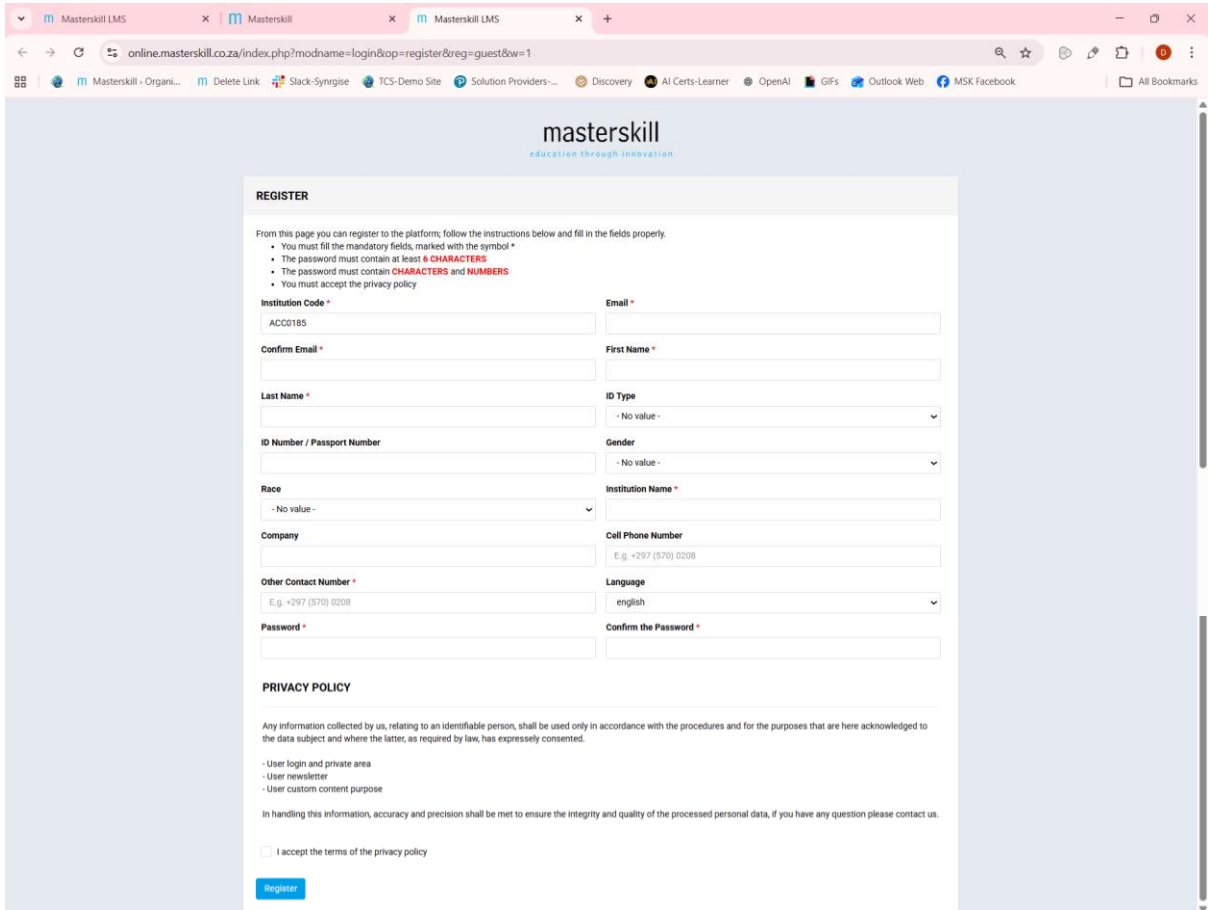
Creating an Account (New Users)

1. Navigate to <https://masterskill.co.za/> and select the red **UNISA** button located at the top right-hand side of the page.

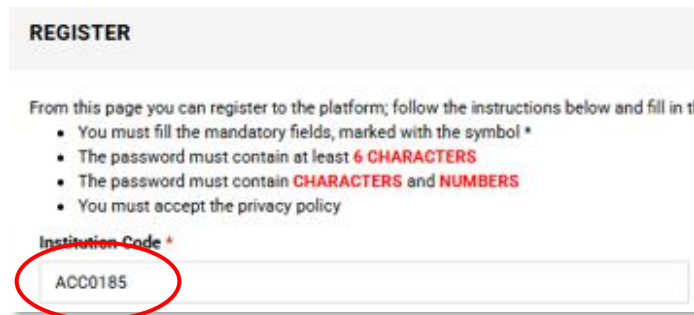


2. Please click the red **User Guide** button located next to the **UNISA** button to access the “**Unisa Ordering and User Guide**”. This PDF document will assist you in placing your orders and getting access to your digital learning material.
3. You will be directed to the registration page:

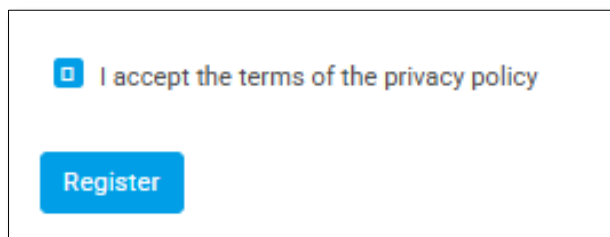
4. Click on **Continue Registration** button.
5. Complete all the required fields (*) on the **Registration Page** as explained below.



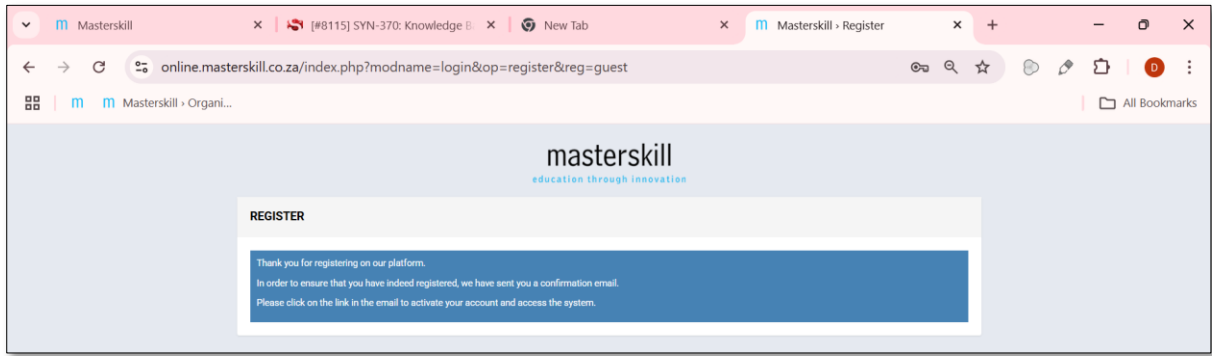
6. At the top-left hand side of the form, the correct **Institution Code** has already been populated for you: **ACC0185** as shown below:



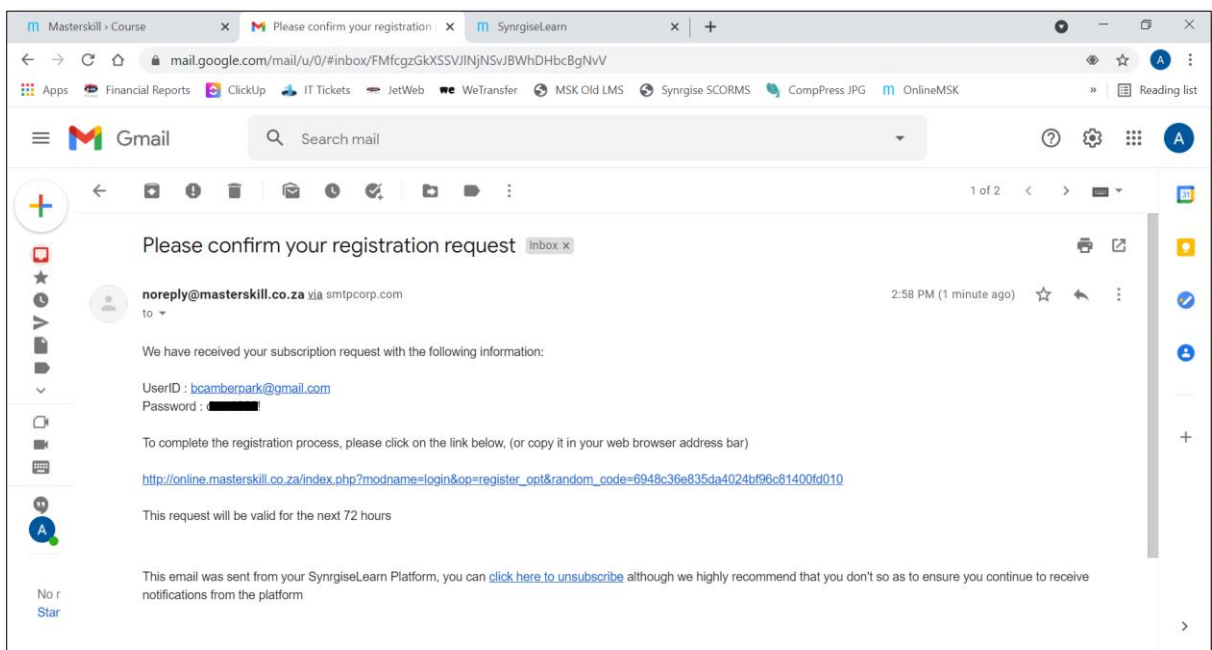
7. Once you have completed all the requested details, check the **I Accept the terms of the privacy policy** check box. Click on the blue **Register** button.



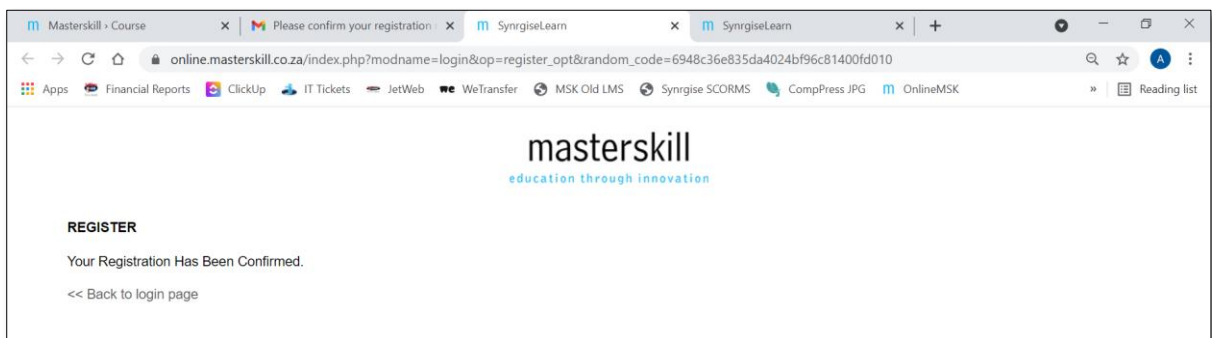
8. The following page will be displayed:



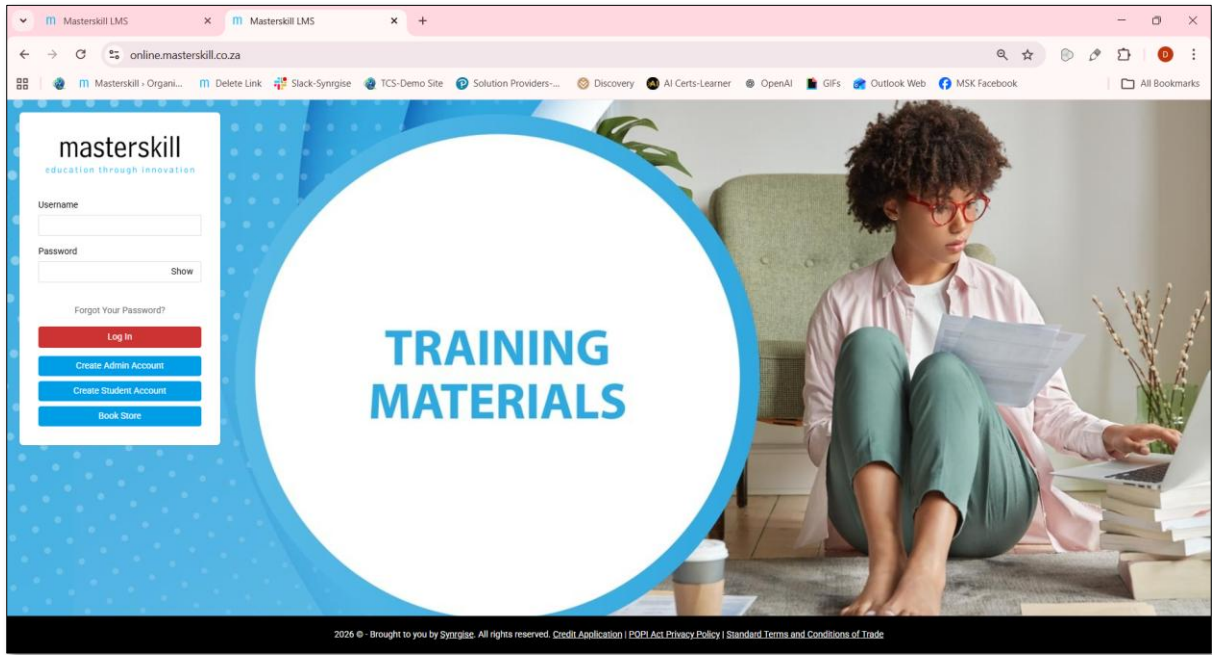
9. **Navigate** to your email account and look for the registration email. You have **72 hours** to accept the registration. The email you receive will be like the sample below:



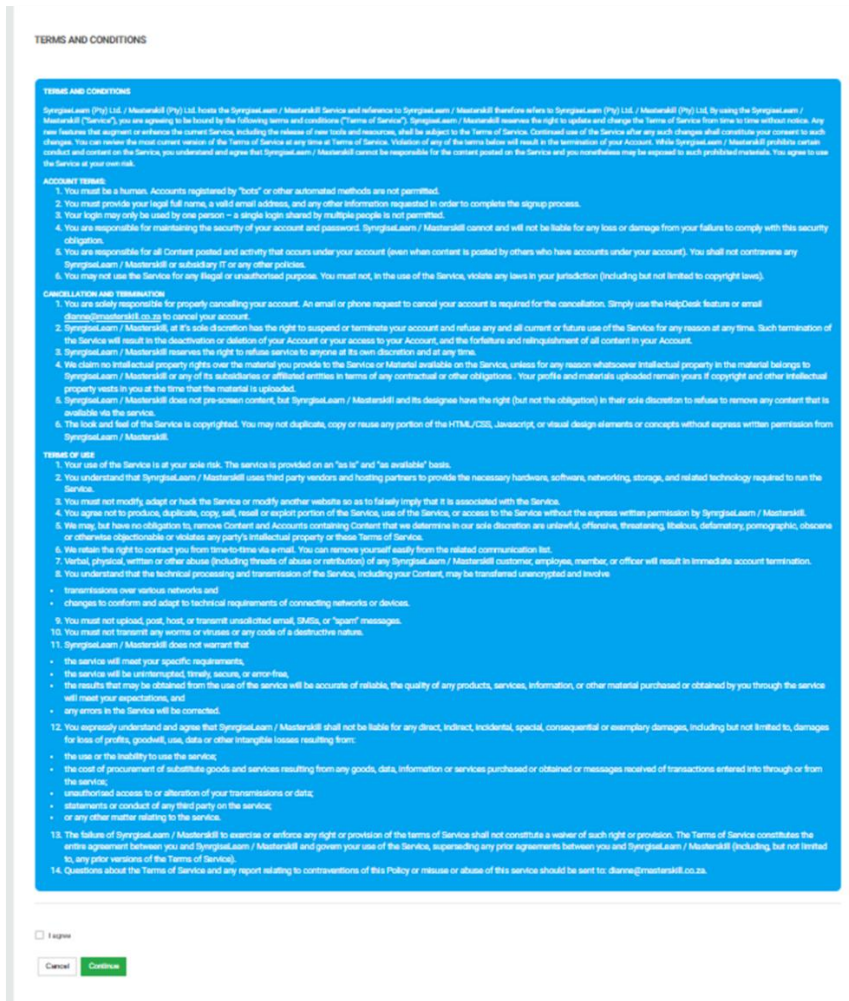
10. Click on the **Registration Link** you received. The following page will be displayed:



11. Click on the << **Back to login page** link. The following page is displayed:



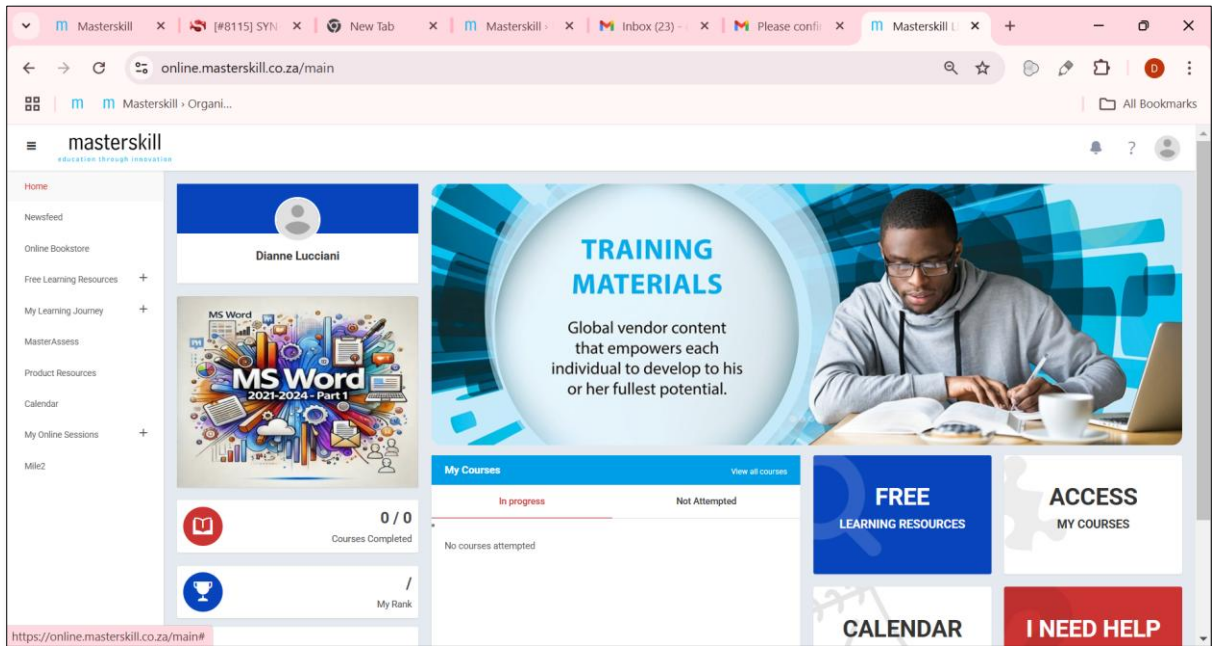
12. Fill in your newly created **Username** and **Password** and then click the red **Log In** button. The **Terms and Conditions** page is displayed the first time you log into the system:



13. Click the **I Agree** check box to accept the Terms and Conditions.

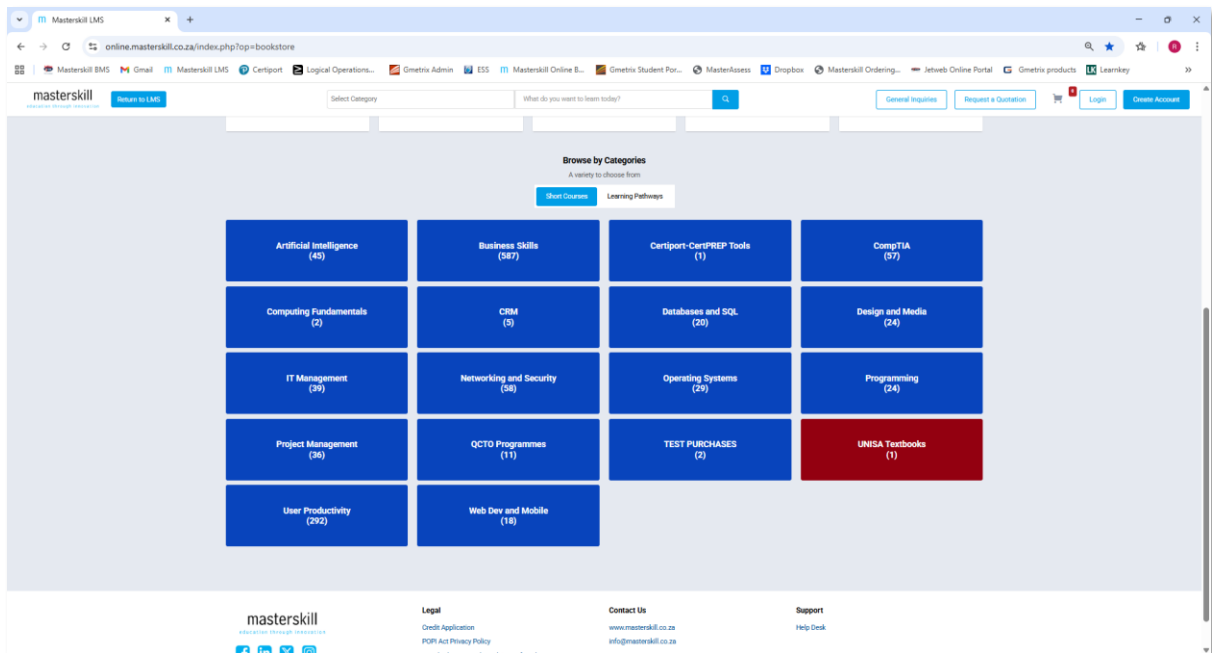
14. Click the **Continue** button.

15. The Home Page will be displayed:

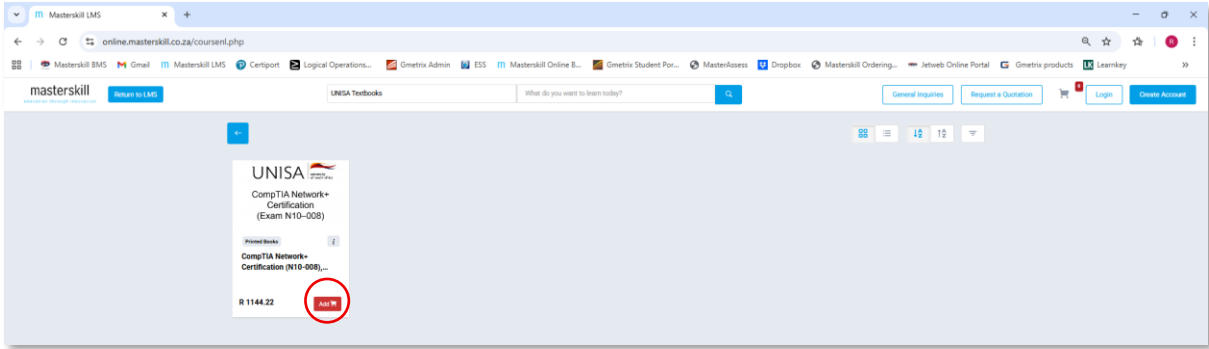


Ordering Your Material

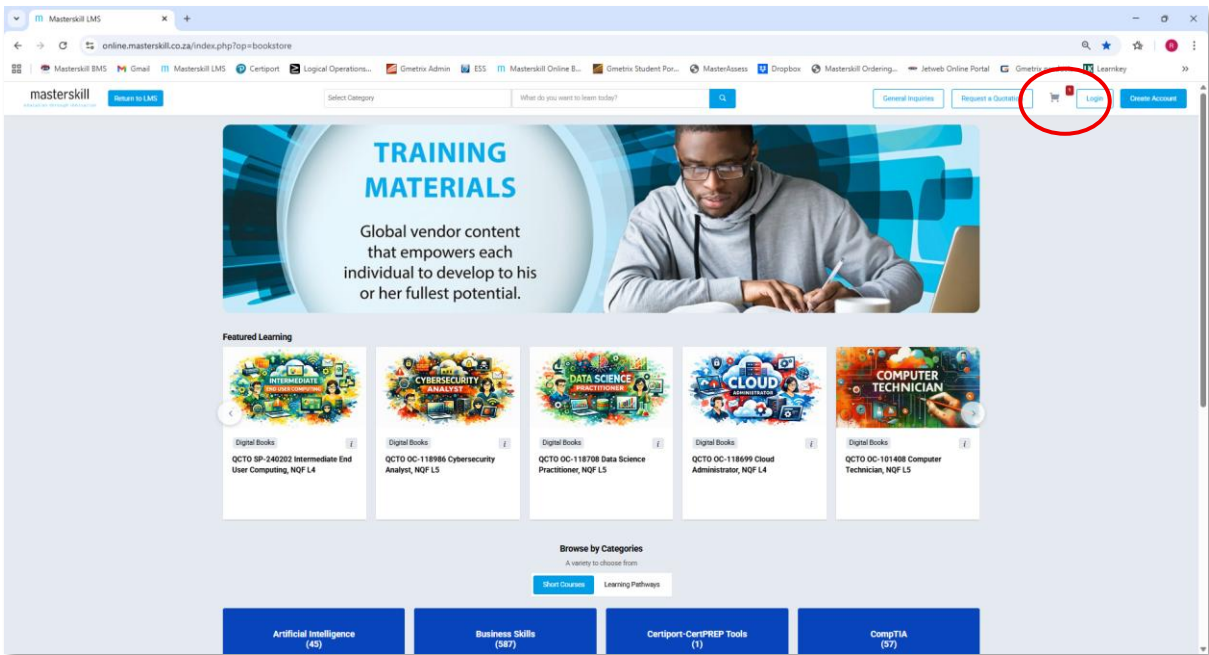
1. From the menu bar on the left side of the page, click on the link called **Online Bookstore**.
2. Scroll down to find the **UNISA Textbooks** tile and click on it.



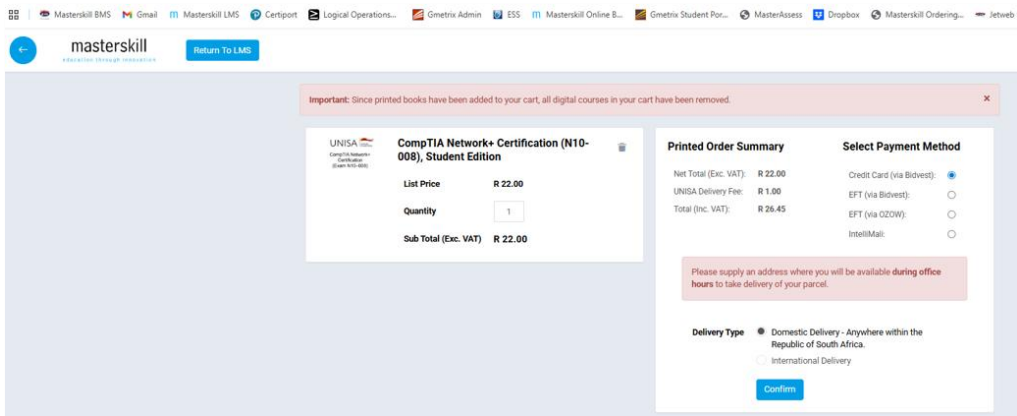
3. The books that are available to purchase for print, will be displayed. For example:



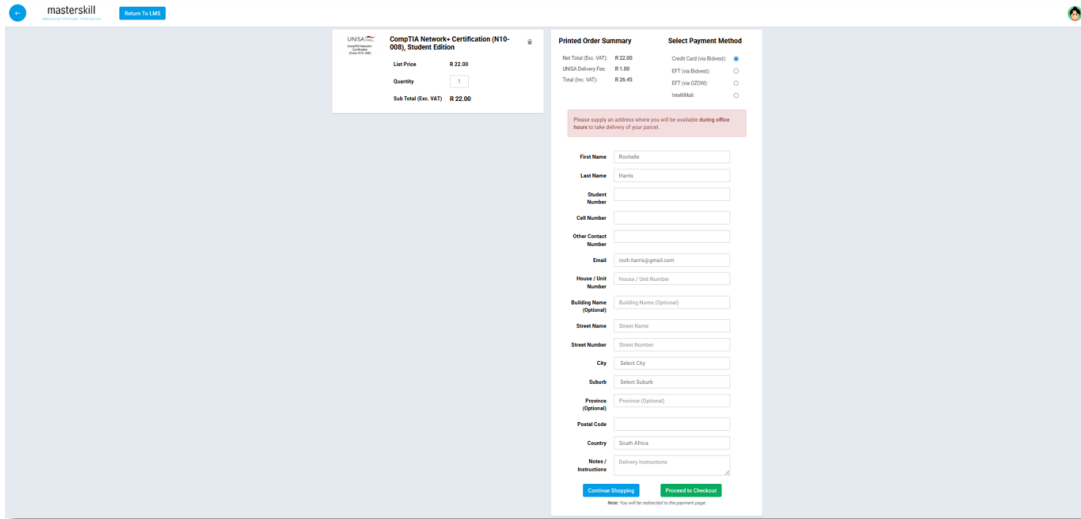
4. For each item you want to add to your shopping cart, click the **Add** button.
5. The item will be added to your shopping cart at the top-right hand side of the page.



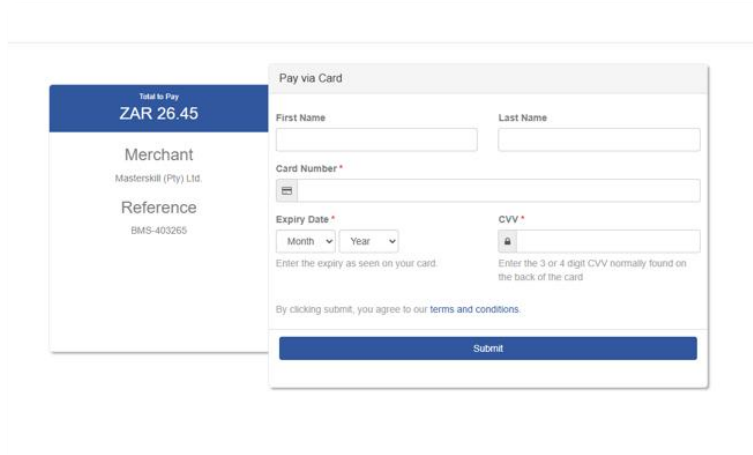
6. To continue with your order, click the **Shopping Cart** icon.



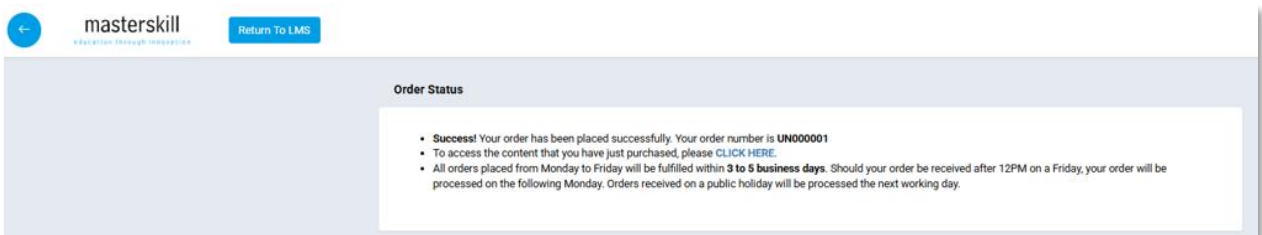
7. Before confirming your order. Please note that a delivery fee of R95.00 is added to your cart automatically. Kindly be aware that if you add **digital items** from the bookstore along with a **printed book**, the digital items will be automatically removed from your cart. Digital products must be ordered separately. You will be asked to **Confirm** your order.
8. Select the type of payment option you would like to use. For example, Credit Card or EFT.
9. Complete all the fields to finalise your order and select **Proceed to Checkout**.



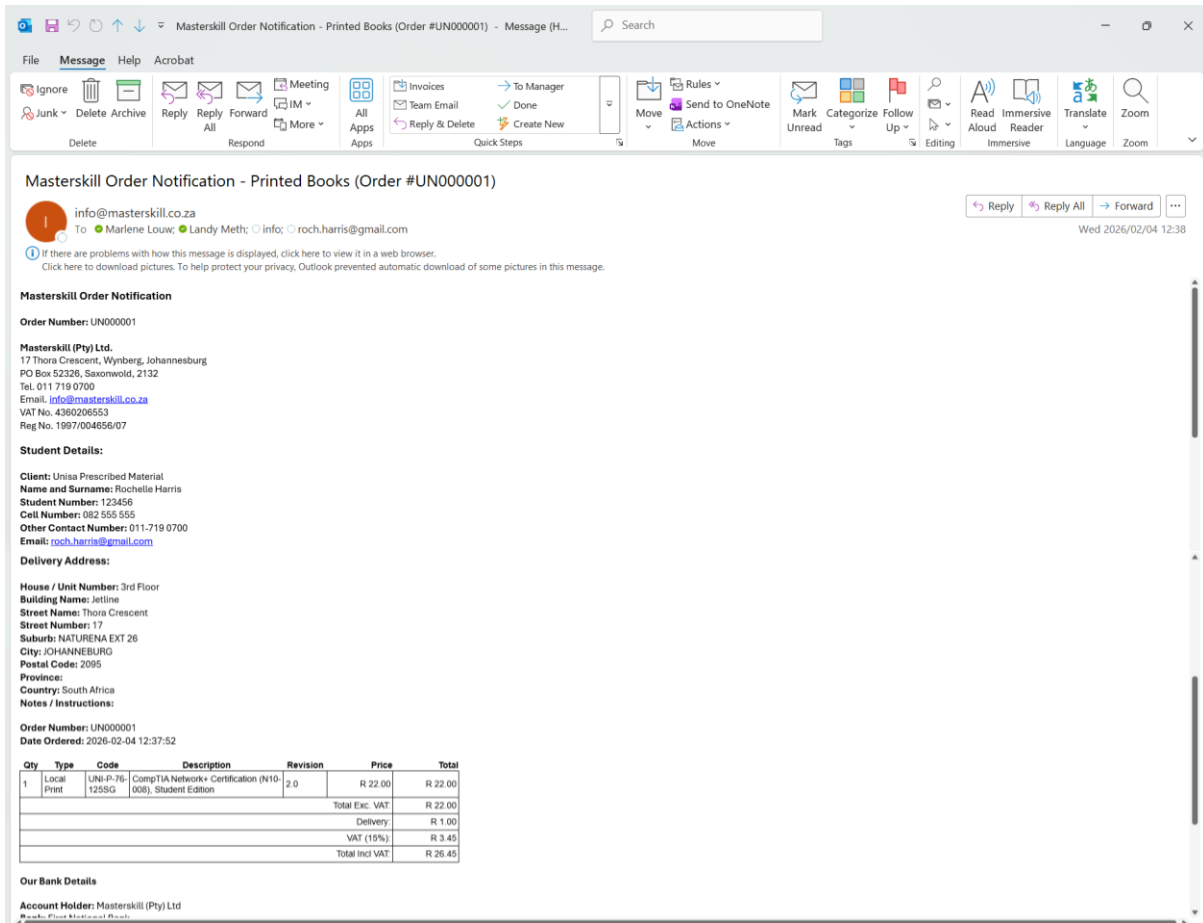
10. As an example, we have used the Credit Card option. Enter the payment details and click the **Submit** button. If you have used the EFT option, the screen prompts will be different.



11. Once the order has been processed through the banking institution, the following page will be displayed.

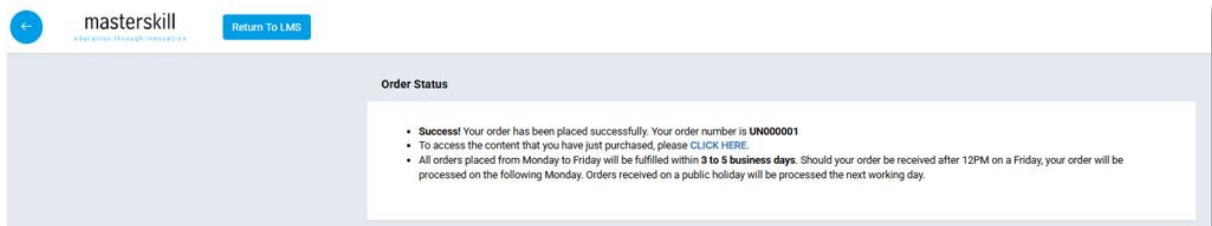


12. You will receive an **e-mail** confirming your order number. For example:

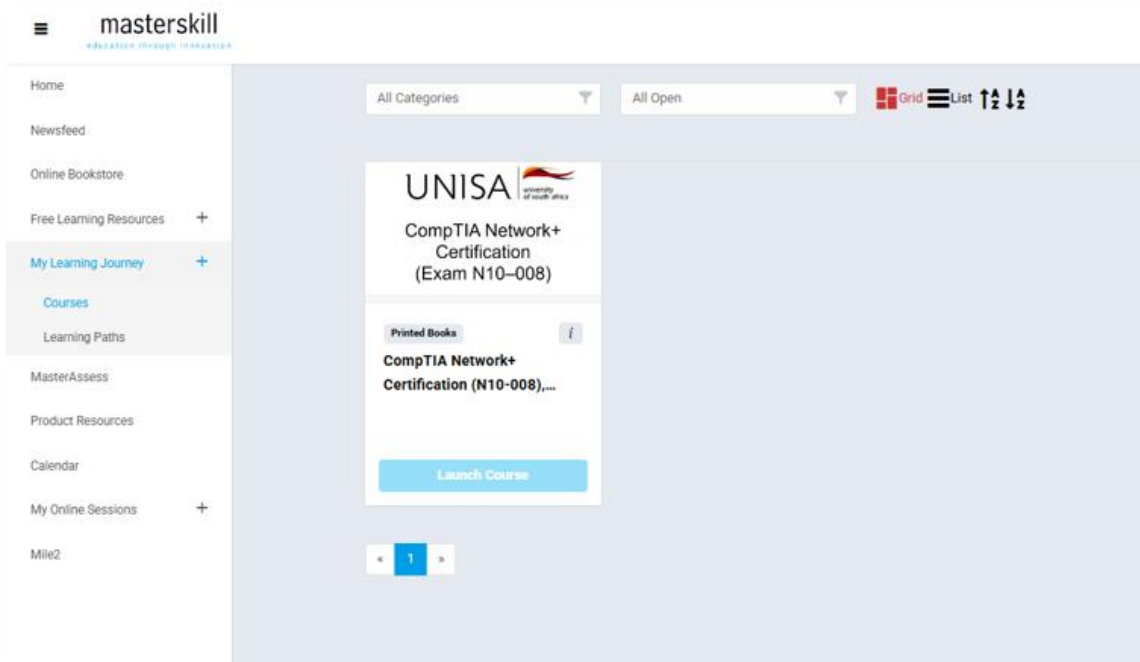


Accessing the Digital Learning Materials

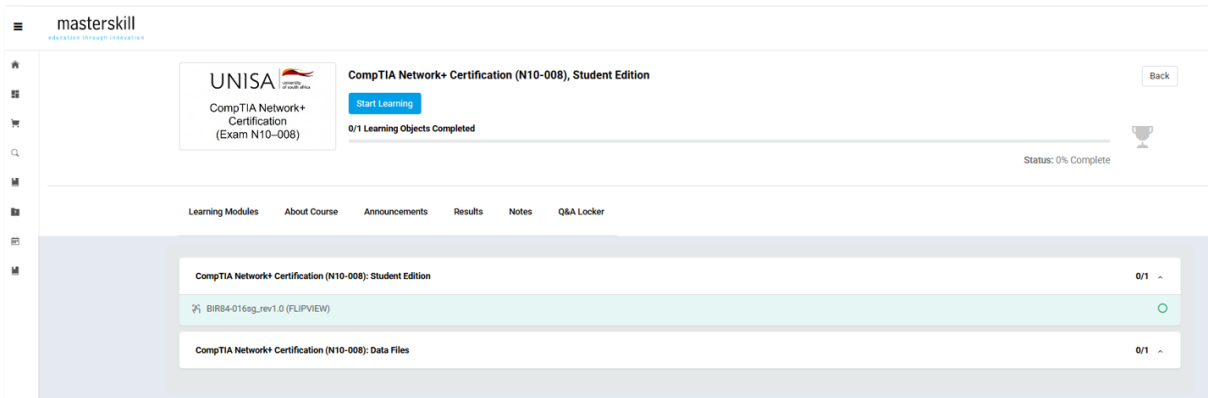
1. While you are waiting for your printed course materials to be delivered, we have given you access to the digital version of the content. From the successful order notice, click on the **CLICK HERE** link.



- You will be redirected to the LMS to access your learning materials.
- Click on the **LAUNCH COURSE** button to access the course.

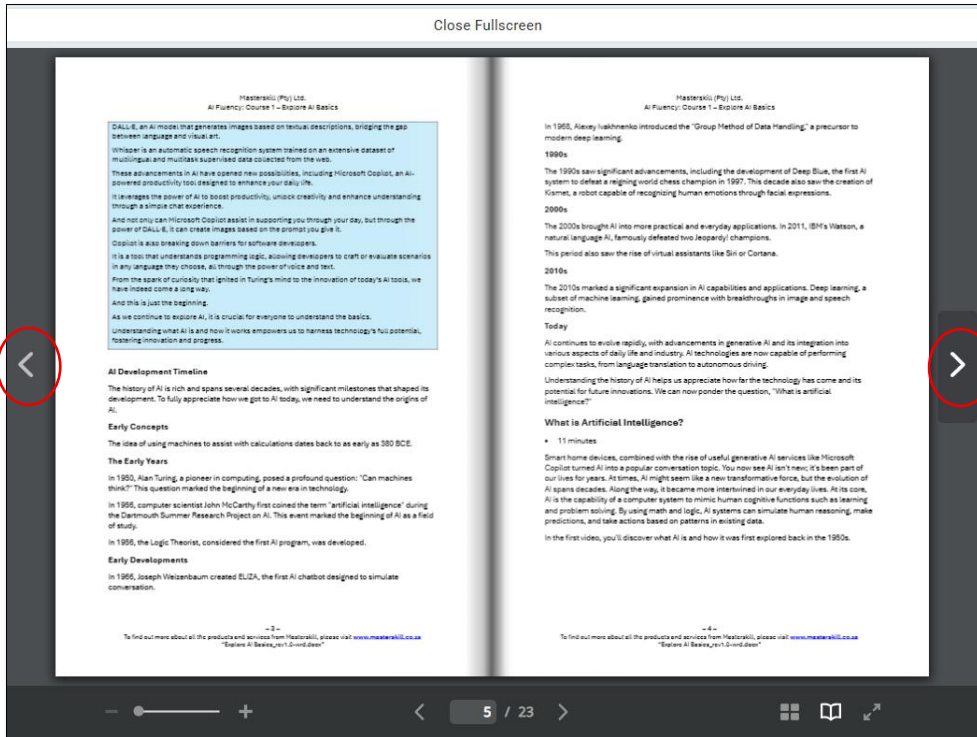


- You have access to the digital book in **Flipview** mode. You also have access to the data files that are needed.

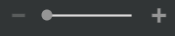



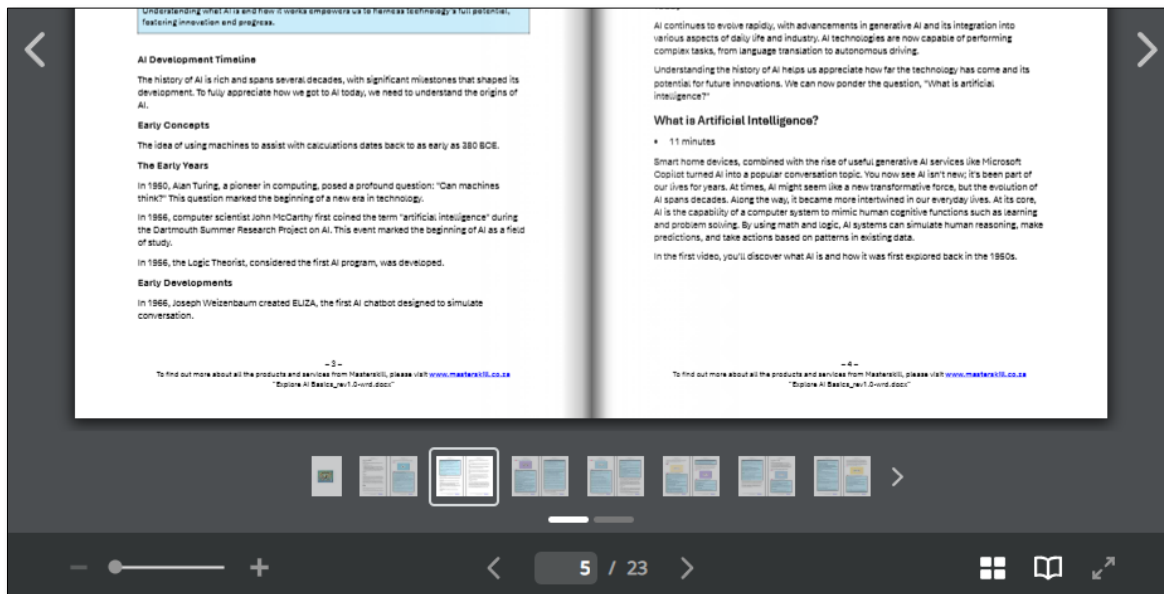
How To Use These Learning Materials




- You can view this document in your browser using the built-in **Flipview** option.
- To view the learning notes in **Flipview** mode, click the name of the file that contains the wording (**FLIPVIEW**) at the end of the name. Please note that **Flipview** formats cannot be downloaded, only read in your browser.
- To navigate through the manual, click the **right arrow (>)** on the right-hand side of the manual to move one page forward, and the **left arrow (<)** to the left-hand side of the manual to go one page back.



4. The following buttons are available when using **Flipview** mode:

- The  option below the learning notes on the left-hand side of the screen allows you to zoom the page in or out.
- Click on the  button in the bottom right-hand side of the screen to expand a list of pages that you can use to quickly navigate between pages with.




- The  button allows you to switch between viewing one page on your screen to two pages.
- The  button changes your view mode to full screen, making the learning notes easier to read. Click on the  button to close full screen mode.

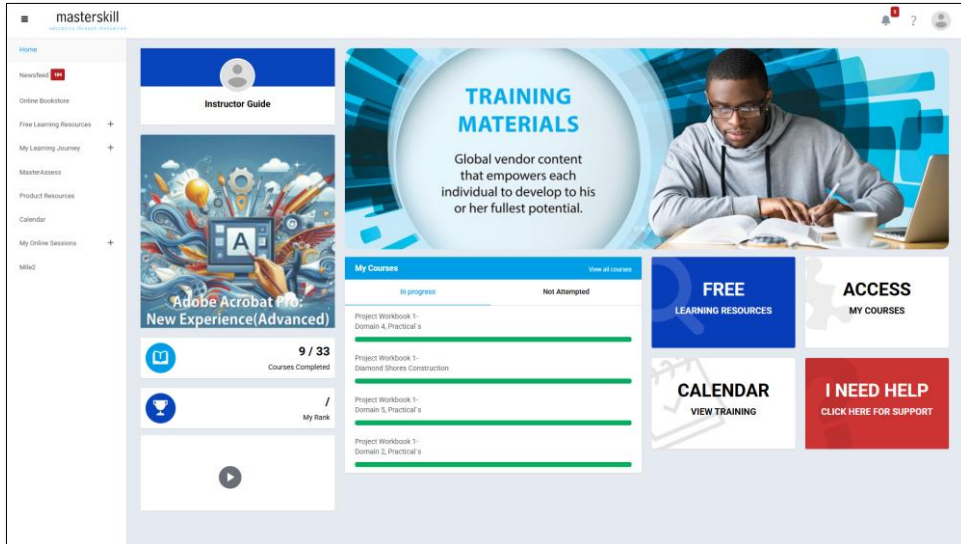
Close Fullscreen

- Once you have finished reading through the learning notes, click on the white button above the learning notes to exit full screen mode. Once done, you can return to the list of course contents by clicking on the Learning Modules link.

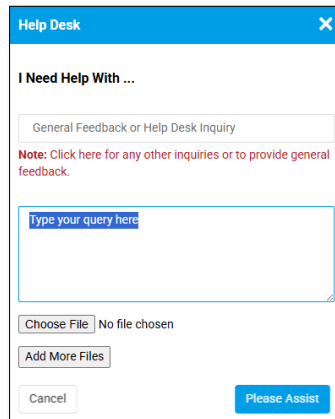
Getting Support on the LMS

Should you require any assistance, follow the steps below to submit a support request using the online form.

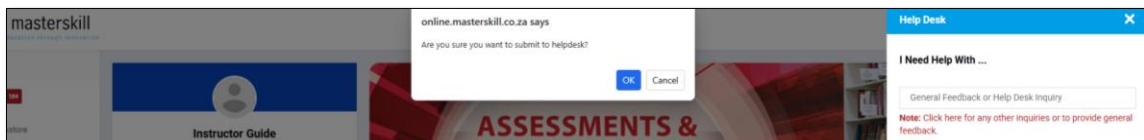
- Click on the grey  button in the top right-hand corner of the screen.




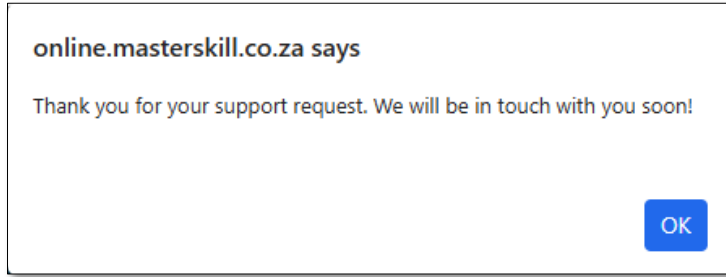
- In the **Help Desk** pop-up box, change your query type to **General Feedback** or **Help Desk Inquiry**. Fill in a brief explanation of your query in the provided textbox.




- Click on the blue **Please Assist** button to submit your query.
- A pop-up notification will appear asking if you are sure you want to submit your query. If you click on **Cancel**, you can return and modify your query, otherwise click on the blue **OK** button to finish submitting.



- Another pop-up window will appear stating that your query has successfully been submitted. Click on the blue  button to close the pop-up window and return to the system.



Logging Out

- At the top right of the window, click the user button  and from the list of options, select **Sign Out** from the bottom of the list.

