Frequently Asked Questions
Using SMART Learning Space

These frequently asked questions will improve your learning experience on the SMART Learning Space. You can also direct questions to sls@smarttech.com for more assistance.

I accidentally registered for the wrong course. How do I cancel?

1. To cancel the course, click the My Learning tab to access your In-Progress Learning.

2. In In-Progress Learning, find the course you want to cancel.

3. Beside the course, click Drop.

4. If there is no Drop button available, point to more actions, then click Drop.

5. You will be asked to confirm your cancellation. Click Drop again.

6. You will receive an e-mail notification confirming your cancellation.
I finished my training. How do I launch it again?

To launch any of your in-progress or finished self-paced modules, point to Action and click View Learning Assignments. Click Launch to access the module again.

I launched my training again, but I can’t restart from the beginning.

Expand the table of contents by clicking the two gray arrows in the top right corner of the browser.

I keep clicking Launch, but no content will load.

Our content is launched in a separate pop-up browser. Before you click Launch again, ensure you have added SMART Learning Space to your pop-up blocker safe list.

If you are using Internet Explorer, follow these steps to add the SMART Learning Space to your safe list:

1. In Internet Explorer, click Tools
2. Select Internet Options
3. Select the Privacy tab
4. Under Pop-Up Blocker, ensure you have checked Turn on Pop-Up Blocker
5. Click Settings
6. In the Address of website to allow field, copy and paste this link: https://learningspace.smarttech.com/Saba/Web/Main
7. Click Add

Your browser will now allow pop-ups for SMART Learning Space content.

If you are using Mozilla Firefox, follow these steps to add the SMART Learning Space to your safe list:

1. In Mozilla Firefox, click Tools
2. Select Options
3. Select the Content tab
4. Beside Block pop-up windows, click Exceptions...
5. In the Address of website field, copy and paste this link: https://learningspace.smarttech.com/Saba/Web/Main
6. Click Allow
7. Click Close
8. Click OK

Your browser will now allow pop-ups for SMART Learning Space content.
I have no attempts left. What do I do?

If you run out of attempts on an assessment, contact sls@smarttech.com. Tell us which assessment you’re referring to and the reason all attempts have been used.

I exited an assessment without finishing it, but an attempt has been recorded.

Each time you click the Launch button, an assessment attempt is recorded. To complete an assessment online, you are required to complete the assessment in one sitting.

If you have run out of attempts, please contact sls@smarttech.com. Tell us which assessment you’re referring to and the reason all attempts have been used.

My answers aren’t being recorded in the assessment. What do I do?

To record your answer choices during an assessment, you must click Submit for each question.

SMART Classroom Suite Product Use Training
Assessment
Welcome to SMART eLearning
Forward button or RIGHT ARROW key
Back button or LEFT ARROW key
Submit your answers to the last question.

You’re free to browse an assessment using the arrows, but to record your answers, be sure to click Submit.

I enjoyed the course, and I have feedback and questions. Who do I contact?

Thank you for participating in our training. We are glad you enjoyed the course and welcome your feedback or questions. E-mail us at sls@smarttech.com. We continue to improve our training and welcome both positive and negative feedback.

Contact information

Any additional questions regarding the SMART Learning Space may be sent to sls@smarttech.com. Alternatively, call 1.866.518.6791, option 6.