Percipio is our new learning state-of-the-art platform with engaging content, curated into 700+ subject channels and learning journeys.

**Percipio Features**
- Ease of use – a modern, simple, intuitive design
- Curated learning channels such as customer service, performance, and management topics
- Watch, Read, Listen, & Practice professional development learning options to meet your needs

When you first access the site, you will have the opportunity to select areas and subjects of interest (such as customer service, performance, and management) to personalize your home page.

**Review the main elements of the Percipio homepage:**

1. Find topics by quickly using the **Search bar**.
2. Pick up where you left off by reviewing the **Resume Learning** section.
3. Keep track of what you need to do in **My Assignments**.
4. See content you’ve set aside under the **My Playlist** section.
5. Explore recommended content based on your interests in the **Your Interests** sections.
6. Filter content by modality by clicking **Watch, Read, or Listen**.

Access Percipio:
[https://umsystem.percipio.com/](https://umsystem.percipio.com/)
Watch - Read - Listen - Practice

Choosing how to learn is one of the best parts of Percipio. You have the option to Watch, Read, or Listen to a full range of videos, books, and audiobooks. Then you can Practice your new skills.

It’s simple and easy to explore the different modalities of content. When you are looking at a Channel or a list of search results, click the Watch, Read or Listen icons to either view videos, read books, or listen to audiobooks.

Customer Service Operations

The goal of customer service is to build long-term relationships and loyalty. Prepare your team to be best in customer service.

Discover Training Content

With Percipio you can:

- Discover content quickly form your Percipio home page through an intuitive search
- View content channels with learning resources organized by competencies and topics
- Save your favorite content to a personal Playlist
- Track your activity in Percipio to help assess your learning progress
- Access content anytime, anywhere through your mobile device

Explore the library: Browse the content library and certification training offerings.

Search Percipio: Use keywords to find content available in different channels and topics.

Percipio home page: See what content is trending across Percipio, resume learning you’ve already started, and view recommendations based on your selected skill areas of interest.
Compliance Training Assignments

Compliance training assignments are accessed directly from your Percipio home page.

1. **Past due assignments will display at the top.**
2. Click **View Compliance** to access and complete required training
3. Click **Resume Learning** to pick up where you left off

Click on the icon to begin the launch the training.
Manage Your Learning

Percipio offers several ways to access your learning content and resources

**Compliance:** Mandatory content with a specified completion date assigned to you by Office of Human Resources

**Activity:** Displays all content you have started or completed allowing you to access a certificate of completion is needed

**Digital Badges:** Display all badges you have successfully earned

**Playlist:** An at-a-glance way for you to access your favorite content

**Skills:** Personalized recommendations based on areas and subjects of skills you chose to develop

Percipio Technical Support

Click on the **Help** link displayed above in your user navigation bar to explore settings. The following options will be display for additional assistance and support.

System Requirements

- Review Percipio's system requirements in Get Started link above to verify browser and OS settings if needed
- Browser options: Most recent version of Google Chrome, Firefox, or Safari Internet connection with 500+ Kbps
- For all browsers, the minimum supported screen resolution is 1024x768

If you have questions or need support with our online learning platform, reach out to the **HR Service Center at (573) 882-2146, toll-free at (800) 488-5288** or via email at hrservicecenter@umsystem.edu.