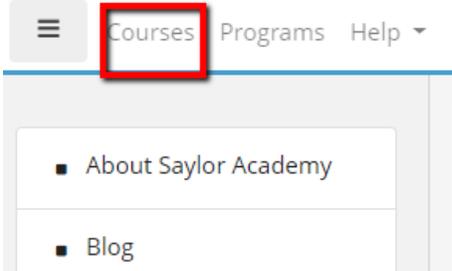


Directions for using Saylor.org

<p>Go to: https://www.saylor.org/</p>	
<p>Click on the Get Started button</p>	
<p>Then click on the hyper link to sign up using your email</p>	<p style="text-align: center;">Step 1. Create an account </p> <ul style="list-style-type: none"> • Sign up using your email, Google, or Facebook account on the login/ sign • Check your email for a message from us to activate your account.
<p>Then go to Create New Account on the right hand side of the page</p>	
<p>Read all of the policies then click NEXT at the bottom of the screen</p>	 <p style="text-align: center;">(You will have two screens for agreement and check boxes for the Privacy Policy and Terms of Use). CLICK NEXT AGAIN after checking those boxes.</p>
<p>Then create your log in username and password, along with the other required information. Then CREATE MY NEW ACCOUNT</p>	 <p style="text-align: center;">(The system will tell you to check your email to complete the registration process)</p>
<p>Once you have confirmed the registration by clicking on the email, Click on Courses in the top left</p>	

<p>Scroll down until you see the Professional Development heading</p>	<p>▼ Professional Development</p> <p>CUST104: Business Communications ⓘ</p> <p>CUST105: Customer Service ⓘ</p> <p>PRDV002: Professional Writing ⓘ</p> <p>PRDV003: Word Processing Using Microsoft Word ⓘ</p> <p>PRDV004: Spreadsheets ⓘ</p> <p>PRDV005: Time and Stress Management ⓘ</p> <p>PRDV102: Resume Writing ⓘ</p>
<p>Click on the CUST105: Customer Service training</p>	<p>▼ Professional Development</p> <p>CUST104: Business Communications ⓘ</p> <p>CUST105: Customer Service ⓘ</p> <p>PRDV002: Professional Writing ⓘ</p> <p>PRDV003: Word Processing Using Microsoft Word ⓘ</p>
<p>Click Enroll me in this Course</p>	<p>Enroll me in this course</p>
<p>Click Enroll Me.</p>	<p>Enrollment options</p> <p>CUST105: Customer Service</p> <p>🕒 Time: 40 hours 🎓 College</p> <p>This course is designed to prepare you for the professional world of custom service practices.</p> <p></p> <p>▼ Self enrollment (Student)</p> <p>No enrollment key required.</p> <p>Enroll me</p>

Click Unit 1: The Customer Service Workplace to get started

Unit 1: The Customer Service Workplace

The fundamental duties of a customer service worker (CSW) are to answer