

# Online Mentoring from Subject Matter Experts



## Mentoring Support

### Available Support

- **On Demand Learning**  
*Receive guidance and support on certification content when needed.*
- **Live Chat**  
*Engage mentors in real-time, online chats to ask questions, confirm understanding of a new topic or request additional information on a difficult subject.*
- **E-Mail My Mentor**  
*Looking for detailed guidance on in-depth queries? SkillSoft mentors guarantee six-hour response time via email.*
- **Daily Certification E-Mails**  
*Sign up for daily e-mails from SkillSoft mentors to keep on track with certification preparation.*
- **TestPrep**  
*Test your knowledge on the skills and competencies being measured by the vendor certification exam and receive feedback at the end of the test.*

### Learning on Demand Offers you Support on a Variety of Topics

You spend a lot of effort learning about the newest technologies and desktop applications. Much of this preparation is probably spent in individual study and practice. Yet inevitably, while preparing for a new certification, you sometime need to turn to an expert when you encounter questions, concepts that are difficult to grasp or need confirmation that new skills are learned correctly.

The LOD Mentors are available online 24 hours a day, seven days a week, 365 days a year for our most popular certification exams to provide support, guidance and encouragement to learners while preparing for certification. Beyond the 50+ exams that have 24x7 mentoring, expert mentors are available online Monday through Friday, 9 am to 5 pm Eastern Time for an additional 60+ certification exams.

Accessing this invaluable resource requires you to launch the **TestPrep Exam** or **Mentoring** icons where applicable. For more information on the LOD Mentoring Services, email [LearningonDemand@das.ohio.gov](mailto:LearningonDemand@das.ohio.gov).

