⊤⊙TrainedIn
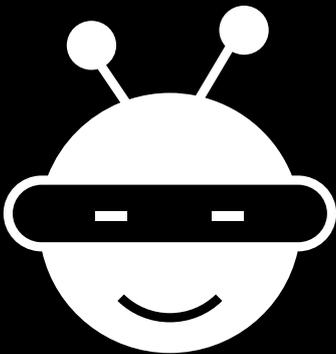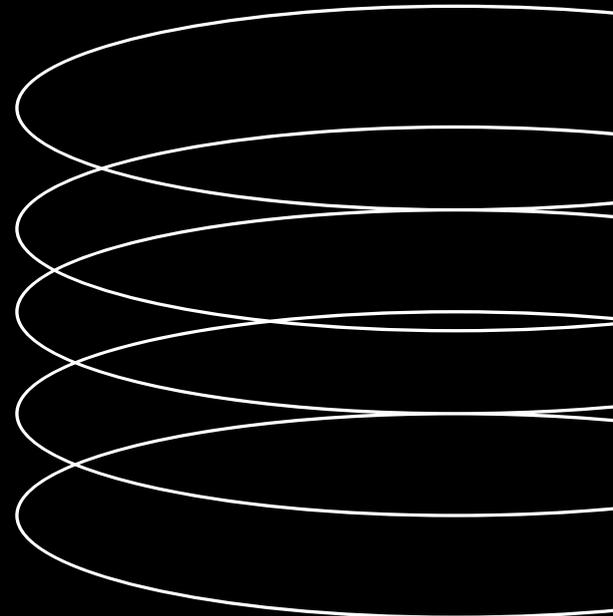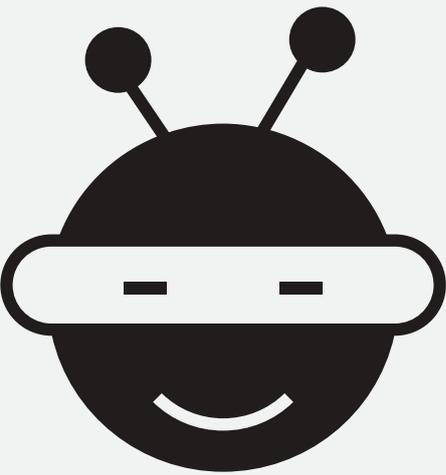
TrainedIn LMS
Support Companion

A STEP-BY-STEP GUIDE

Empowering Your Learning Journey with
Expert Solutions and Caring Support.

Why
Captain Know-How

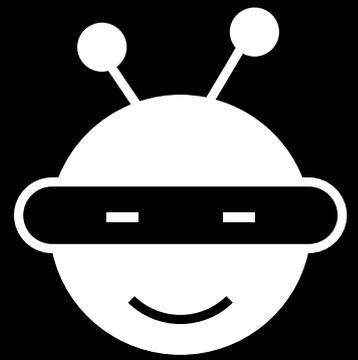HELLO THERE!
I'M **RUTH, CAPTAIN KNOW-HOW.**

I will help you try to sort out the challenges regarding TrainedIn Learning Management System. TrainedIn LMS Support Companion for TrainedIn's learning management system (LMS) is an invaluable resource designed with utmost care and empathy to assist our cherished users in overcoming any technical or non-technical challenges they may encounter. We understand that navigating unfamiliar territory can sometimes be overwhelming, but rest assured that this guide has been meticulously crafted to provide you with clear, step-by-step instructions and compassionate support.

Whether you're facing login difficulties, struggling to access specific courses, experiencing performance issues, or encountering obstacles with content management or reporting, this guide is here to lend a helping hand.

We genuinely care about your learning journey, and our aim is to empower you with the tools and knowledge needed to overcome any obstacles that may arise. By offering this comprehensive troubleshooting resource, we hope to create an environment where you can engage in uninterrupted learning, knowing that we are by your side, ready to assist whenever you need us.

Remember, you're not alone – we're here to help you succeed and make the most of your TrainedIn LMS experience.

Contents

Section 1: Getting Started
1.1 Differentiating

DIFFERENTIATING USER AND TECHNICAL ISSUES

When providing software support to non-technical clients, it is crucial to differentiate between **"user issues"** and **"technical issues."** A **user issue** refers to a problem or difficulty experienced by a user while interacting with the software, which is typically related to their understanding or usage of the system. On the other hand, a **technical issue** pertains to a problem that arises within the software itself, such as bugs, errors, or performance issues. It is important to clarify that a user issue is not a flaw or malfunction of the software, but rather a matter of user knowledge or proficiency.

- **User Issue:** Let's say a non-technical client is having trouble attaching files to an email they want to send. They keep trying to attach the files, but they can't figure out how to do it successfully. In this case, it would be classified as a user issue. The software itself is functioning properly, but the client may need assistance understanding the steps to attach files or locating the correct buttons or options within the email application.

- **Solution:** To clarify this user issue, the software support provider can provide step-by-step instructions or a quick tutorial on how to attach files to an email. They can explain where to find the attachment button, how to select the files, and ensure the client understands the process. Additionally, they can offer resources like video tutorials or screenshots for further guidance.

- **Technical Issue:** Now, let's say the client encounters a different problem. Whenever they try to send an email, the email application freezes or crashes consistently, regardless of the recipient or the content of the email. In this scenario, we're dealing with a technical issue. The software itself has a bug or glitch that needs to be addressed.

- **Solution:** To tackle this technical issue, the software support provider would recommend reaching out to their technical support team or contacting the software's customer service. The client would provide details about the issue, such as any error messages received or steps that consistently lead to the application freezing or crashing. The technical team would investigate the problem, troubleshoot the software, and release updates or bug fixes to resolve the issue.

By distinguishing between **user issues** and **technical issues**, clients can better understand that not all problems they encounter are due to software malfunctions. Providing tailored solutions and next steps for each type of issue helps ensure a smoother experience and effective problem resolution.

1.2 Login Issues

UNABLE TO LOGIN TO THE TRAINEDIN LMS, HERE ARE THE POSSIBLE REASONS FOR THAT :

- **Incorrect username or password:** Users may face login issues if they enter their username or password incorrectly. It is solely user problem not the system.
- **Caps Lock enabled:** The Caps Lock key being enabled while typing the password can cause login failures.
- **Incorrect URL:** Users may navigate to an incorrect URL which will not allow them access. Ensure the correct URL is entered before proceeding.
- **Forgotten password:** Users may forget their password, leading to login difficulties.
- **Browser cache and cookies:** Accumulated cache and cookies in the browser may interfere with the login process.
- **Browser or device compatibility:** Certain browsers or devices may not be compatible with the TrainedIn LMS login system.

TROUBLESHOOTING STEPS:

- **Verify credentials:** Double-check that you are entering the correct username and password. Pay attention to letter case sensitivity.
- **Disable Caps Lock:** Ensure that the Caps Lock key is disabled while typing the password.
- **Reset password:** If you have forgotten your password, use the "Forgot Password" option provided on the login page.
1. Below the Password field.
2. On the Reset password page, type your username or email in the respective field (2) and click Send.
1. An email with further instructions is automatically sent to you. Follow them to set a new password and access your account.
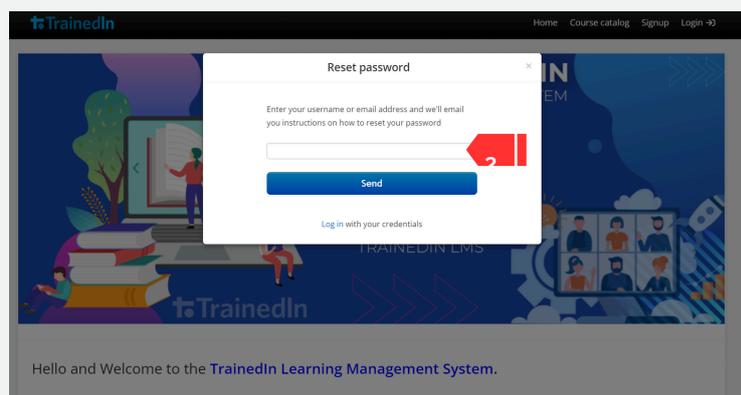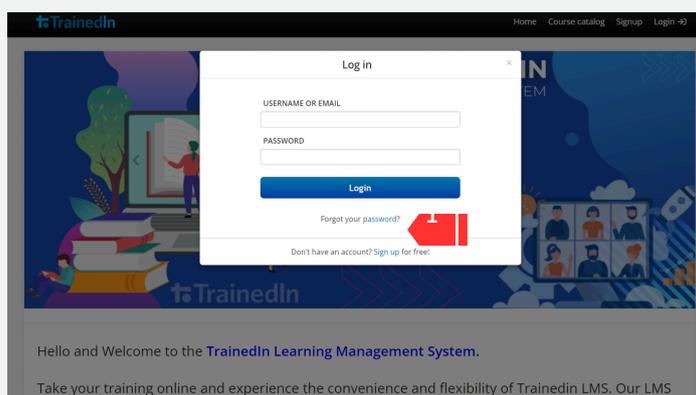
- **Clear browser cache and cookies:** Access your browser settings and clear the cache and cookies. Then, attempt to log in again.
- **Try a different browser or device:** If the issue persists, try accessing the LMS using a different browser or device to determine if it's a compatibility problem.
- **Contact support:** If none of the above steps resolves the login issue, reach out to our support team for further assistance. Send an email to **Monju@Trainedin.global** Provide them with details of the problem and any error messages you encounter.

Our support team is dedicated to helping you overcome any login obstacles and ensuring a seamless experience with the TrainedIn LMS.

1. 3 Course Access Problems

## I'M UNABLE TO ACCESS A SPECIFIC COURSE OR MODULE.

TROUBLESHOOTING STEPS:

- Confirm that you are enrolled in the course. Contact your administrator or course instructor for access.
- If you are an **Administrator** or **Instructor** change your status to **Learner** to take a course.
- Ensure you meet any prerequisites or completion requirements for the course.
- Check your internet connection stability.
- Attempt to access the course from a different browser or device. Example: Chrome, Firefox etc.
- Clear your browser cache and cookies, then try accessing the course again.
- Reach out to our support team if the issue persists or if you encounter any error messages.

1.4 Certification Problems

YOU HAVE COMPLETED THE COURSE BUT YOUR
CERTIFICATE WAS NOT AWARDED

TROUBLESHOOTING STEPS:

- Check that you have clicked the 'complete' button at the end of the course to completely finish.
- Do you need to upload any documentation as part of an assignment/verification? These documents may need to be approved by the course Instructor which means your certificate won't be issued until the documents have been reviewed.
- Contact our support team if the issue persists or if you encounter any error messages.
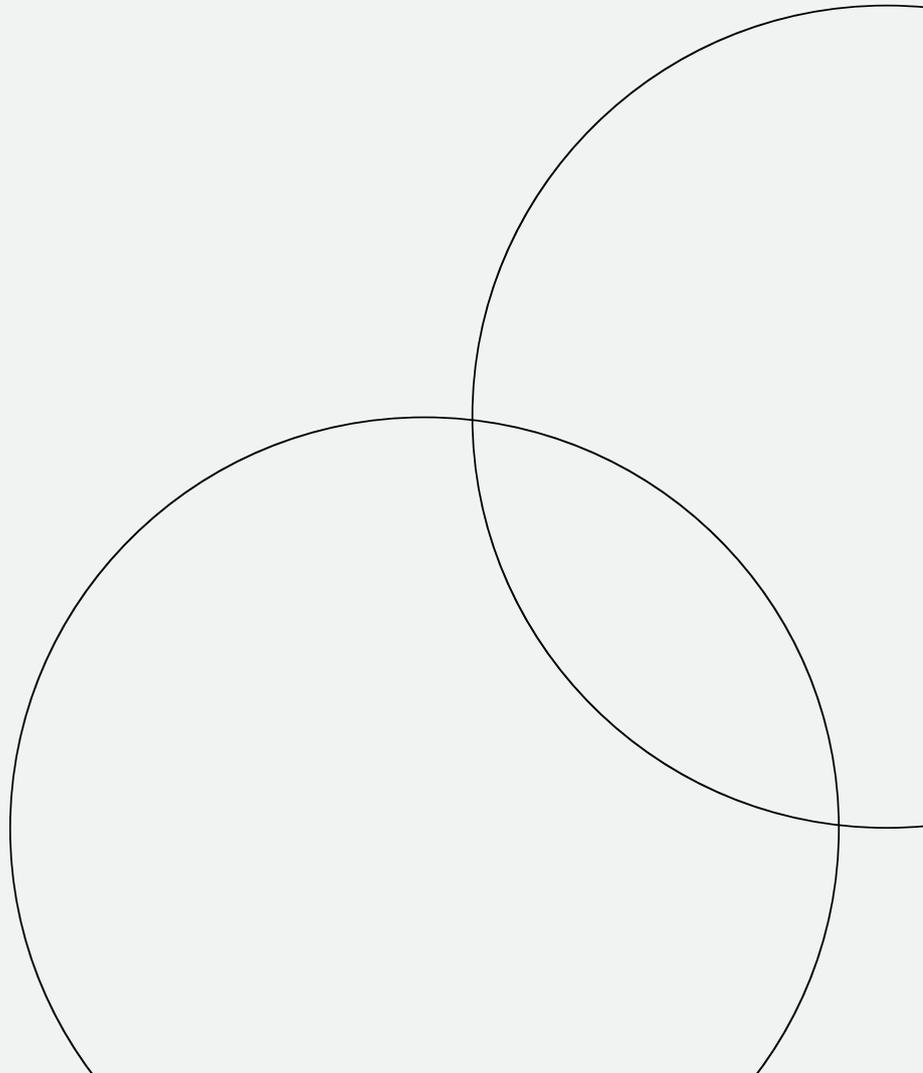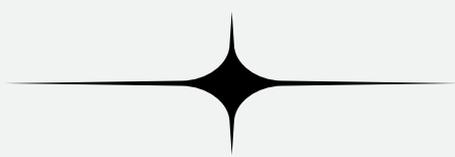
Section 2: Performance Optimization
2.1 Slow or Unresponsive LMS

THE TRAINEDIN LMS IS SLOW OR UNRESPONSIVE.

TROUBLESHOOTING STEPS:

- Check your internet connection speed.
- Close unnecessary browser tabs or applications running in the background.
- Clear your browser cache and cookies.
- Ensure your browser is up to date.
- Try using a different browser or device.
- Contact your IT department to rule out network or firewall restrictions.

2.2 Video Playback Issues

THE TRAINEDIN LMS IS SLOW OR UNRESPONSIVE.

TROUBLESHOOTING STEPS:

- Check your internet connection speed.
- Verify that your browser supports HTML5 video playback.
- Clear your browser cache and cookies.
- Disable any browser extensions that may interfere with video playback.
- Try accessing the videos from a different browser or device.
- Contact our support team if the issue persists or if you encounter any error messages.

Section 3: Content Management
3.1 Uploading and Managing Course Content

I'M HAVING DIFFICULTY UPLOADING OR MANAGING COURSE CONTENT.

TROUBLESHOOTING STEPS:

- Before you start to upload content, have everything ready to be as efficient as possible.
- Ensure you have the necessary permissions to upload and manage content.
- Check the file format and size requirements for content uploads.
- Note down any error messages you receive during the upload process.
- Clear your browser cache and cookies, then try uploading the content again.
- Ensure a stable internet connection during the upload process.
- Contact our support team if you continue to experience issues with content management.

3.2 Content Display Issues

THE COURSE CONTENT IS NOT DISPLAYING CORRECTLY.

TROUBLESHOOTING STEPS:

- Refresh the page to see if the issue resolves.
- Clear your browser cache and cookies.
- Try accessing the content from a different browser or device.
- Verify that your browser is up to date.
- Contact our support team if the issue persists or if you encounter any error messages.

Section 4: Reporting and Analytics
4.1 Generating and Accessing Reports

HOW TO VIEW THE TIME A USER HAS SPENT ON EACH COURSE UNIT

TROUBLESHOOTING STEPS:

- TrainedIn LMS provides you with useful information about your learners' activity, including the total time your users have spent on completing their units.
- Here's how to find out how much time a user has spent on each course unit:

A. From the User Reports

- 1. Sign in to your TalentLMS account as Administrator and go to **Home > Reports > User reports (1).**
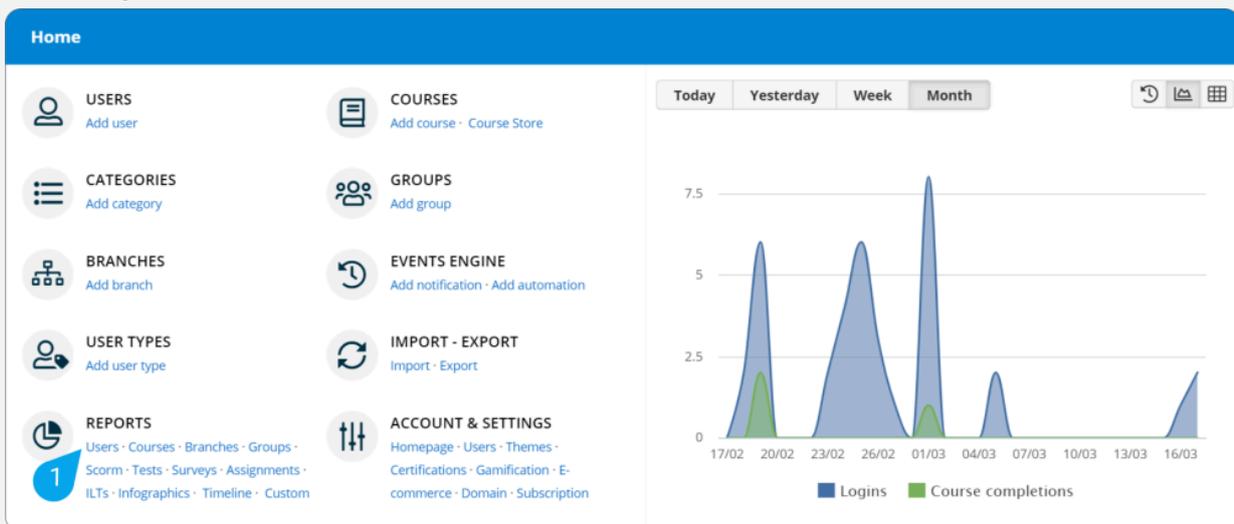
2. Go to the page of the user you want to check.
3. Go to the Courses (2) tab.
4. In the Progress column, you can see the user progress in each course. Pick a course and click the user progress (3) (e.g. 14%).

- In the dialogue box that pops up, you can see all the course units. The units that have been
- completed by the user are labelled with a green affirmative symbol.
- 5. To see how much time the user has spent on a completed unit, point to the unit's info symbol
- (4).
- On the pop-over box, you can see the exact date and time of completion, as well as the time it
- took the user to complete it.
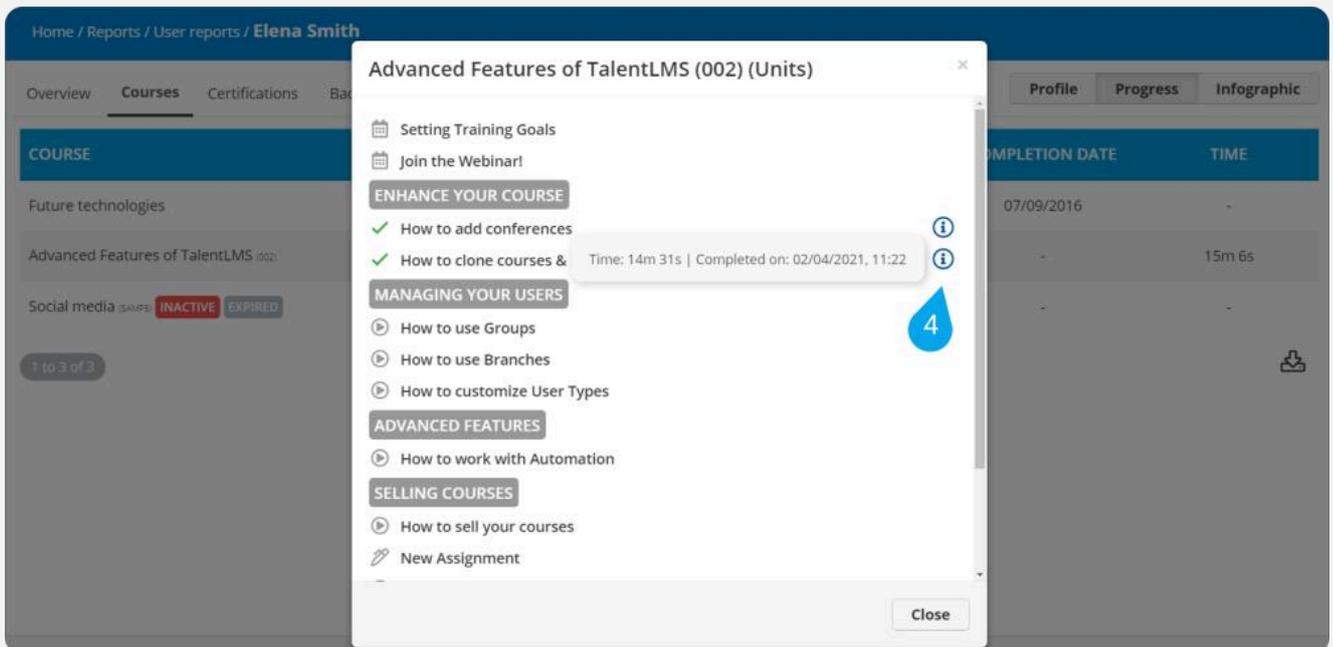
B. From the Course Reports

1. Return to **Home > Reports** and, on the right-hand panel, click **Course reports**. 2. **Click a course** (5) and **go to the Users** (6) **tab**. 3. Pick a user and click their progress (7) on the Progress column.

- In the dialog box that pops up, you can see all the course units. The units that have been
- completed by the user are labeled with a green affirmative symbol.
- 4. To see how much time the user has spent on a completed unit, point to the unit's info symbol
- (8).
- In the popup box, you can see the exact date and time of completion, as well as the time it took
- the user to complete it.
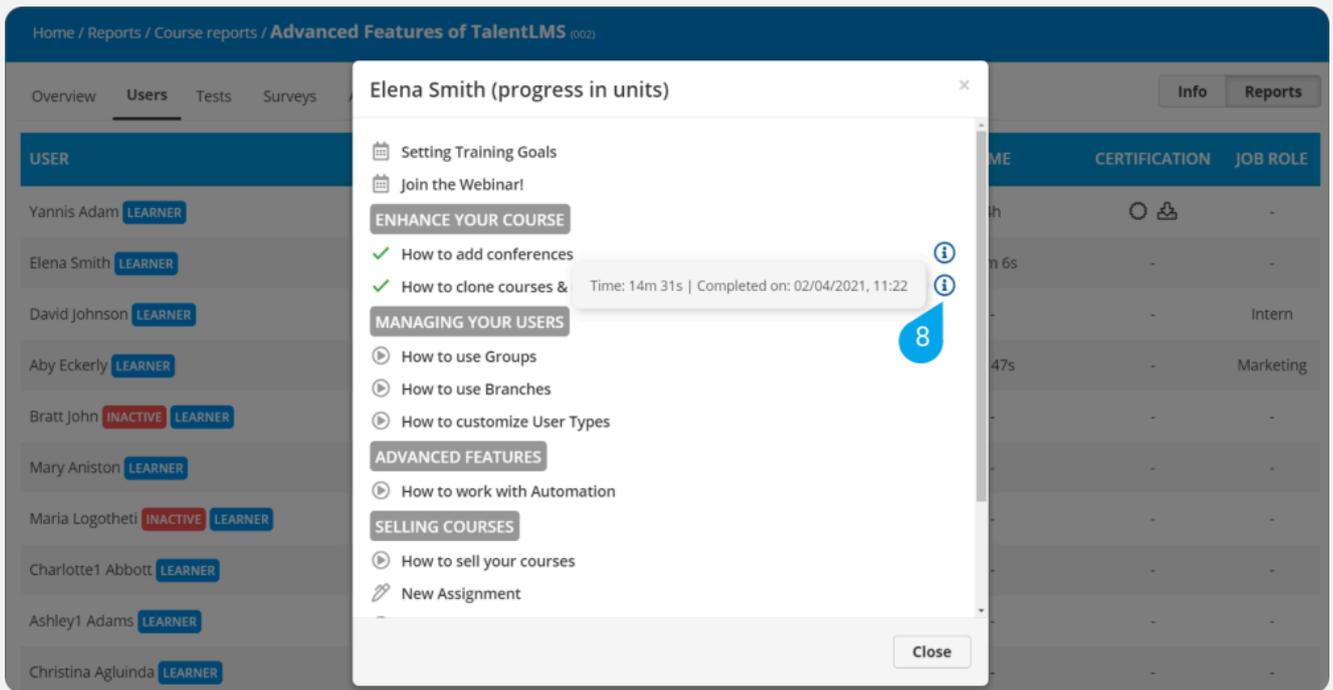
You did it!

You're ready to keep up with your learners' activities down to the last detail.

4.2 How we capture the training time displayed

- TrainedIn LMS reports both the date a course is completed and the time taken to complete a course. More specifically, it captures the training time your learners spend on each unit.
- The Learner's training time is captured from the moment they open the unit until the user clicks on the "Complete and continue" button (1).

For example,
- If a learner opens a unit, stays there for 5 minutes, and exits the unit without completing it, then 5 minutes is captured in reports. When the learner returns, they might spend another 5 minutes and then complete the unit. In that case, 10 minutes is captured in reports.
- If a learner opens a unit, stays there for 5 minutes, completes the unit, and then exits the course, then 5 minutes is captured in reports. If the learner opens the unit again, no additional time will be recorded, as the unit is already complete.
- The training time the user spent for the unit will be reflected in the reports, as soon as the user completes the unit.

- **Note**: The training time is captured in the same way, regardless of whether the learner accessed the unit from a desktop or from a mobile phone.

A few things to keep in mind:
- The network can affect the training time while the learner waits for the data to load.
- If the learner leaves the tab open, the training time will continue to count until the learner exits the unit.
- On the mobile app the learner needs to exit the unit. If he just closes the screen the time will continue to count.
- The training time a learner spent in a course, is the total sum of the training time the learner spent on all units within that course.
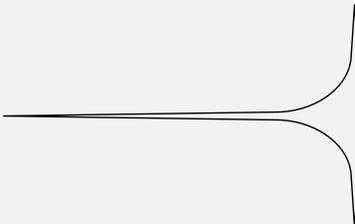
4.3 How to export user reports

TrainedIn LMS allows you to download reports summarizing the results of all users or individual users.

A. How to view all user reports

1. Sign in to your account as **Administrator**.
2. Go to **Reports** > **User reports**
3. Click **Save as CSV (1)** at the bottom of the page.

Home / Reports / **User reports**

| 97 learners | 32 course assignments | 8 completed courses | 12 courses in progress | 3m training time |

USER	USER TYPE	LAST LOGIN	ASSIGNED COURSES ▲	COMPLETED COURSES	POINTS	BADGES	LEVEL	OPTIONS
David Johnson	Learner-Type	-	5	1	600	3	20	.ıll
Bratt john INACTIVE	Learner-Type	21/02/2019	5	2	780	5	2	.ıll
Andy Graves	Learner-Type	-	4	-	0	0	1	.ıll
Mary Aniston	Learner-Type	24/02/2019	3	3	1525	7	20	.ıll
Charlotte1 Abbott	Learner-Type	-	2	1	150	1	17	.ıll
Yannis Adam	Learner-Type	-	2	-	25	0	3	.ıll
Jack Evans	SuperAdmin	09/07/2020	2	-	442	2	1	.ıll
Elena Smith	Learner-Type	12/04/2019	2	1	6187	0	20	.ıll
Holly Hartley	Learner-Type	-	1	-	0	0	1	.ıll
James Harris	Learner-Type	13/04/2020	1	-	3000	0	20	.ıll

1 to 10 of 97 ▾   **1** ▶ ⇩ ▽ Search   ← 1▲ →

4. Open the file and you'll get a list of **all your users** with:
• Their status (active/inactive)
• User type
• Last login
• Number of courses assigned to them
• The number of courses completed
• Gamification stats
• Custom user fields (if there are any)

B. How to view individual user reports

1. Sign in to your account as **Administrator**.
2. Go to **Reports** > **User reports**
3. Click on the user you'd like a report on **(2)**.

USER	USER TYPE	LAST LOGIN	ASSIGNED COURSES ▲	COMPLETED COURSES	POINTS	BADGES	LEVEL	OPTIONS
David Johnson	Learner-Type	-	5	1	600	3	20	.ıll
Bratt John INACTIVE	Learner-Type	21/02/2019	5	2	780	5	2	.ıll
Andy Graves	Learner-Type	-	4	-	0	0	1	.ıll
Mary Aniston ◀ 2	Learner-Type	24/02/2019	3	3	1525	7	20	.ıll
Charlotte1 Abbott	Learner-Type	-	2	1	150	1	17	.ıll
Yannis Adam	Learner-Type	-	2	-	25	0	3	.ıll
Jack Evans	SuperAdmin	09/07/2020	2	-	442	2	1	.ıll
Elena Smith	Learner-Type	12/04/2019	2	1	6187	0	20	.ıll
Holly Hartley	Learner-Type	-	1	-	0	0	1	.ıll
James Harris	Learner-Type	13/04/2020	1	-	3000	0	20	.ıll

4. Once the user report is open, click **Export in Excel (3)** to download the user report on your
device.

5. Open the file and you'll get:
• An overview of the user's progress
• Results for all user's test submissions
• Results for all user's assignment submissions
• Results for all user's SCORM submissions
• Survey statistics
• The certificates of the user and link to each certification
• A timeline with the actions of the user on your portal
• The user's total training time
6. Click **Download (4)** to get a copy of the certificate on your device.
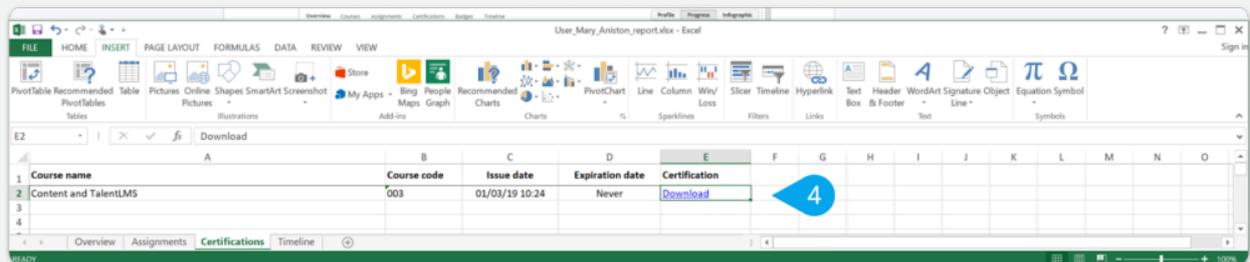
Section 5: User Management
5.1 How to deactivate users

TrainedIn LMS allows you to deactivate users in various ways in order to be able to control the number of active user slots and stay within the limits of your subscription plan.

Some of the options are:

• Deactivating users one by one.
• Deactivating many users via mass actions.
• Scheduling the deactivation of a single user on a specific date.
• Scheduling the deactivation of multiple on a specific date.
• Mass deactivating users via Custom Reports (available in Plus and Premium plans).
• Deactivating many users via Automations (available in Premium plans).

Deactivating a single user:

1. Sign in to your account as **Administrator** and go to **Home** > **Users**.
2. Go to the page of the active user you want to deactivate and select the **Info(1)** tab.
3. Uncheck the box marked **Active (2)**.
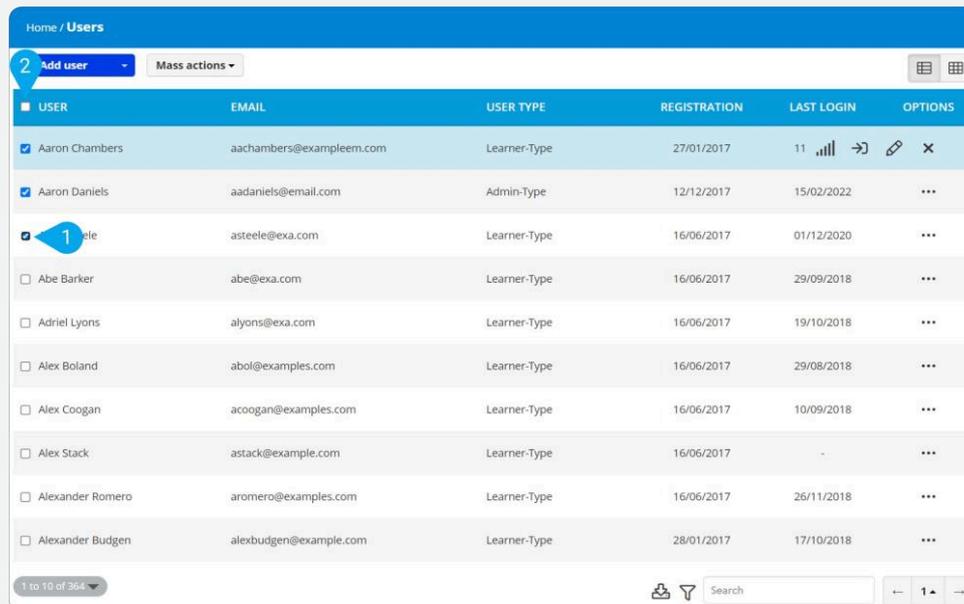4. Click on **Update user(3)** to save your settings.

# 5.2 How to deactivate many users via mass actions

Here's how to deactivate many users via mass actions:

5. Sign in to your account as **Administrator** and go to **Home** > **Users**.

6. Point to a user and click the checkbox next to their name **(1)**. Repeat for each user until you have selected all the users you want to update.

Note: To select all users at once, point to the columns bar and click the checkbox next to the User (2) column. Currently, the limit of users that can be selected to perform mass actions to, using the checkboxes, is 80.

3. Click on **Mass Actions (3)** and select **Deactivate (4)**.
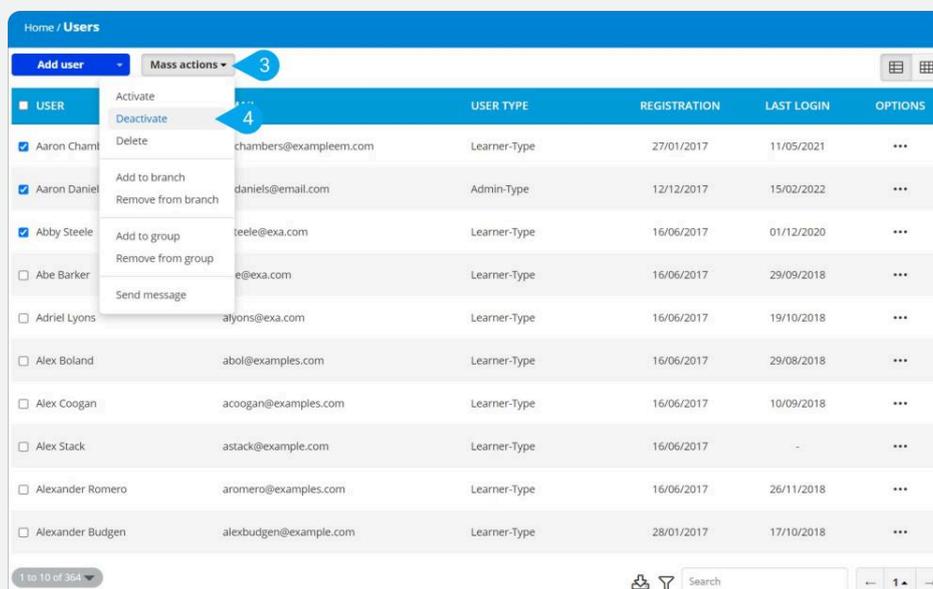
Deactivate ×

Are you sure you want to deactivate these users?

3 users will be affected by this action

5 ▶ Deactivate   Cancel

	USER	EMAIL		ON	LAST LOGIN	OPTIONS
☑	Aaron Chambers	aacha...			11/05/2021	•••
☑	Aaron Daniels	aadaniels@email.com	Admin-Type	12/12/2017	15/02/2022	•••
☑	Abby Steele	asteele@exa.com	Learner-Type	16/06/2017	01/12/2020	•••
☐	Abe Barker	abe@exa.com	Learner-Type	16/06/2017	29/09/2018	•••
☐	Adriel Lyons	alyons@exa.com	Learner-Type	16/06/2017	19/10/2018	•••
☐	Alex Boland	abol@examples.com	Learner-Type	16/06/2017	29/08/2018	•••
☐	Alex Coogan	acoogan@examples.com	Learner-Type	16/06/2017	10/09/2018	•••
☐	Alex Stack	astack@example.com	Learner-Type	16/06/2017	·	•••
☐	Alexander Romero	aromero@examples.com	Learner-Type	16/06/2017	26/11/2018	•••
☐	Alexander Budgen	alexbudgen@example.com	Learner-Type	28/01/2017	17/10/2018	•••

1 to 10 of 364 ▼

Search

← 1 ▲ →

4. On the pop-up that appears click on Deactivate (5).
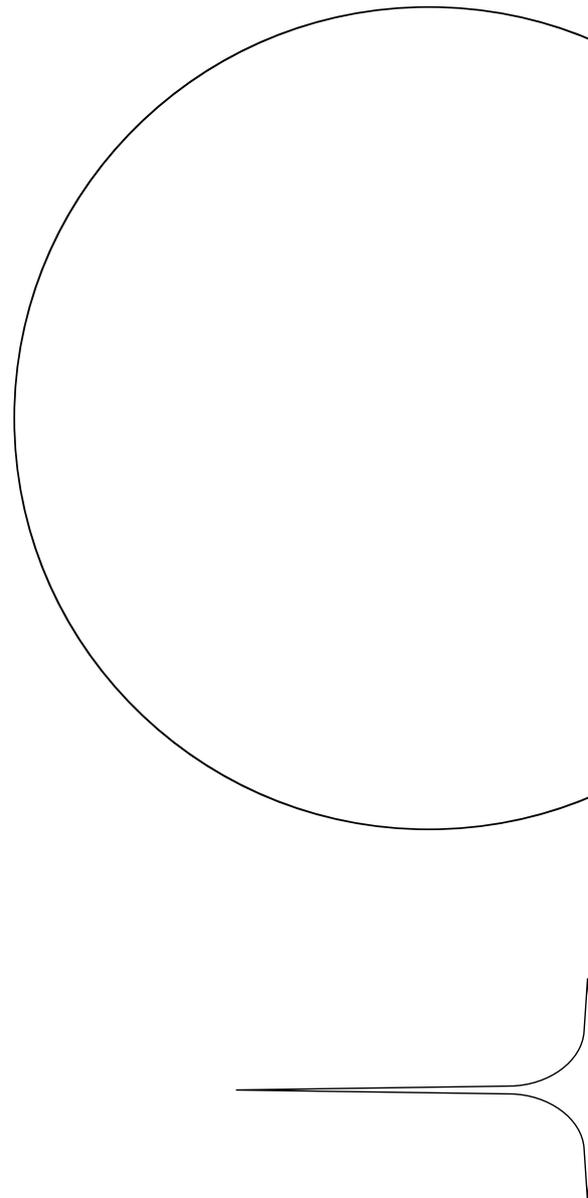
5.3 How do I download my course certificate?

- Log in to your training account.
- Hover your cursor over your name at the top of the page to populate a dropdown menu.
- Click on the "My Certificates" tab in the menu.
- Click on the certificate icon or downward arrow to download a copy of your certificate.
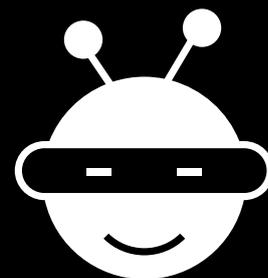- Your course certificate should have downloaded onto your device.

TrainedIn Help
Zendesk Support

At TrainedIn, we are committed to providing excellent support to our valued users. We have implemented a robust support system powered by Zendesk to ensure that your queries and concerns are addressed promptly and efficiently. When you reach out to us through Monju@Trainedin.global, our dedicated support team will receive your ticket and strive to respond within 72 working hours.

We understand that timely assistance is crucial, and in the rare event that you do not receive a response within the specified timeframe, we have established an escalation process.

You can escalate your ticket to Sorcha, our support escalation contact, by contacting her directly at Sorcha@trainedin.global. Rest assured, we are here to assist you every step of the way and ensure that your experience with our support system is seamless and satisfactory.

GET IN TOUCH!

→ A STEP-BY-STEP GUIDE
Empowering Your Learning Journey with
Expert Solutions and Caring Support.