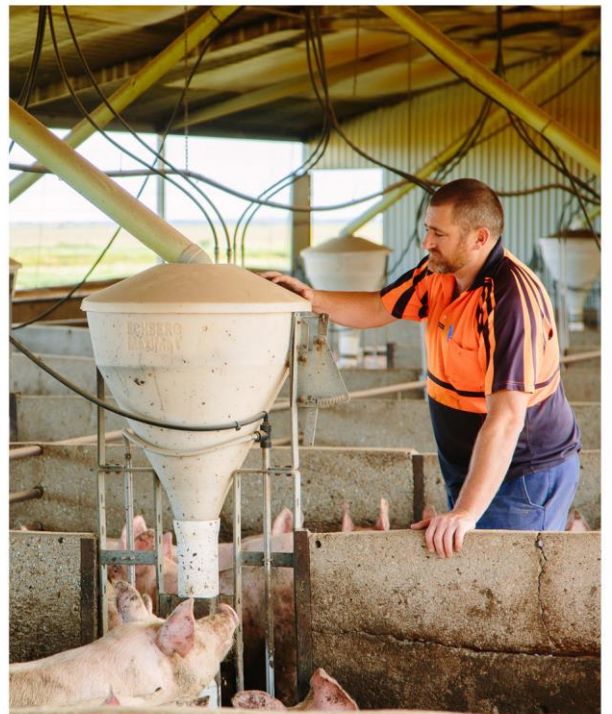


# Australian Pork Limited

AUSTRALIAN  
Pork™

## 2021

Litmos LMS Platform User Guide – ADMINS

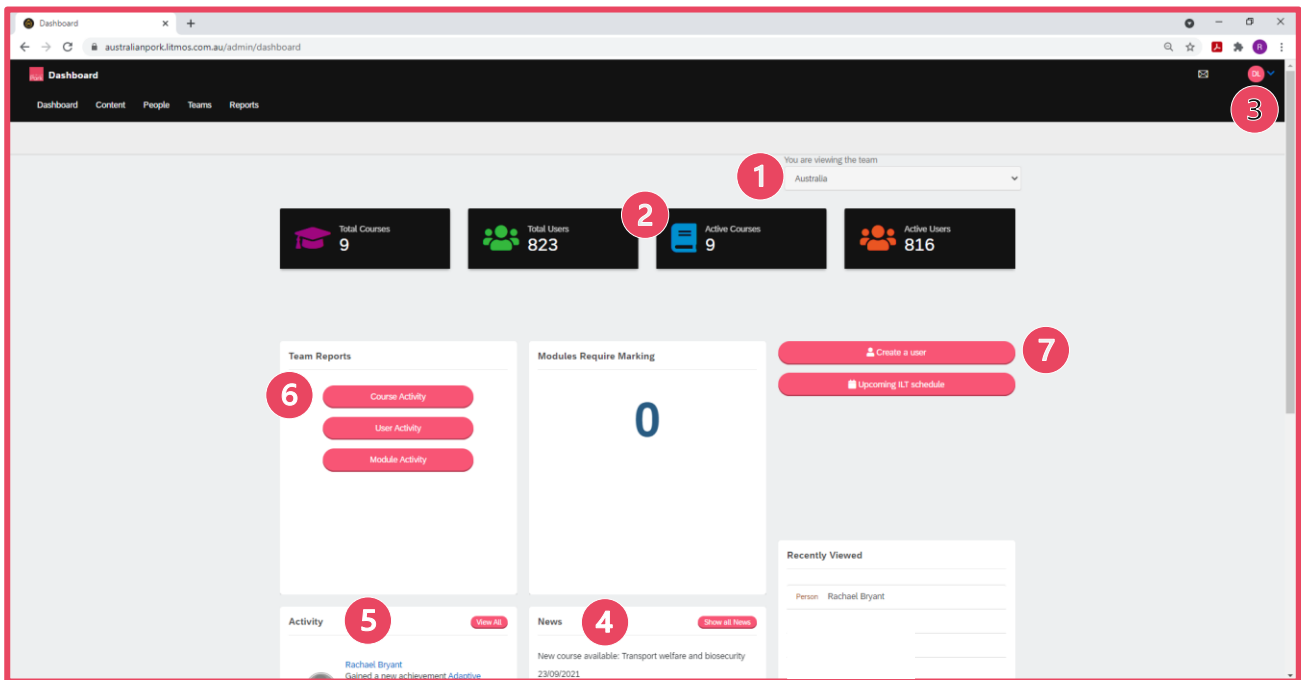


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# I. Admin dashboard

When you log in as an admin, you will be brought to the admin dashboard by default:



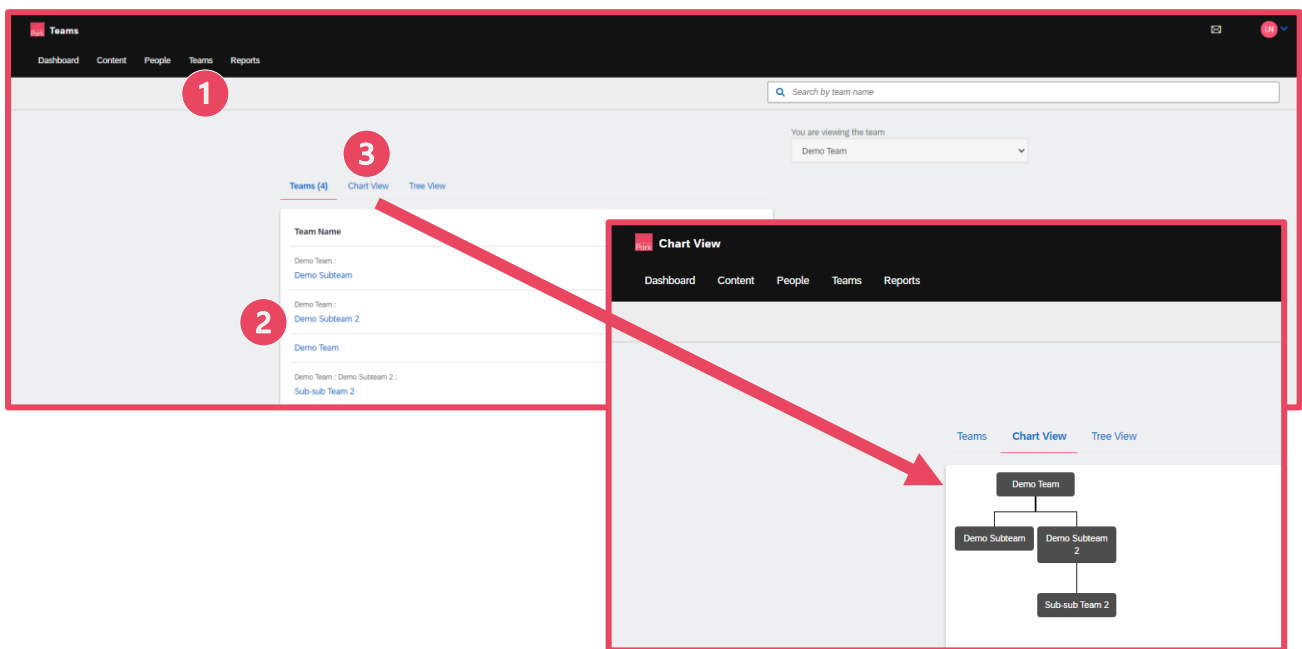
Features of your admin dashboard:

- 1 The name of the team you are viewing.
- 2 The statistics (courses and number of users) associated with that team as well as any of its subteams.
- 3 Your profile and settings, and sign out button. This is also where you will be able to switch between the admin dashboard/view, and learner view. If you wish to complete any of the courses yourself, you will need to be in the admin view. You can switch back to the admin view the same way.
- 4 News about new courses that are available or other platform updates.
- 5 Recent activity or achievements from people in your team/s.
- 6 Team reports – user activity will likely be the most useful.
- 7 “Create a user” button. Clicking this will take you to the user creation page.

## 2. Team structure

As a team admin, you will have oversight of a team and any subteams within that team.

- 1 You can see your teams by opening the “Teams” tab
- 2 Teams and subteams will be listed here. Clicking on any will open them.
- 3 To better visualise the structure of the team and its subteams, you can change the view to the “Chart view”. These can also be clicked on to open the teams.



A team admin can manage their team, as well as any subteams of that team. Therefore:

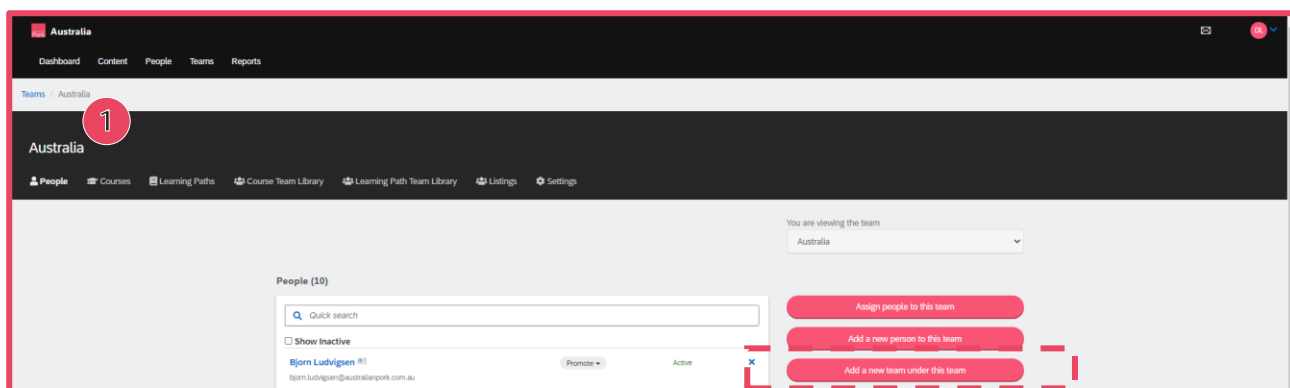
- A team admin of “Demo Team” can access and manage “Demo Subteam” **and** “Demo Subteam 2” **and** “Sub-sub Team 2”.
- A team admin of “Demo Subteam” can manage the team “Demo Subteam” **only**
- A team leader of “Demo Subteam 2” can manage and access “Demo Subteam 2” **and** “Sub-sub Team 2”.
- A team leader of “Sub-sub Team 2” can access and manage the team “Sub-sub Team 2” **only**.

### 3. Creating a new team or subteam

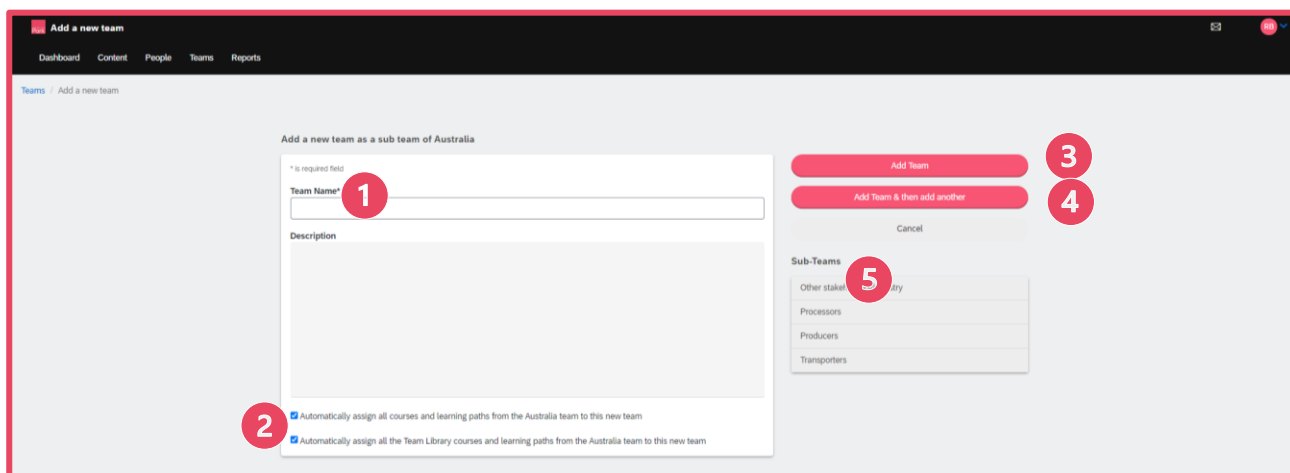
In most cases, your primary team will have already been created by APL when you were set up as an admin user. As the admin, you have control over how you organise your team. If you are from a smaller business, or are only likely to have a handful of users, then you may wish to keep all users within that main team.

If, however, you are part of a large business that spans across states, sites, or departments, you may wish to create sub-teams to better organise your users.

- 1 This can be done by opening an existing team from the list in the “Teams” tab:



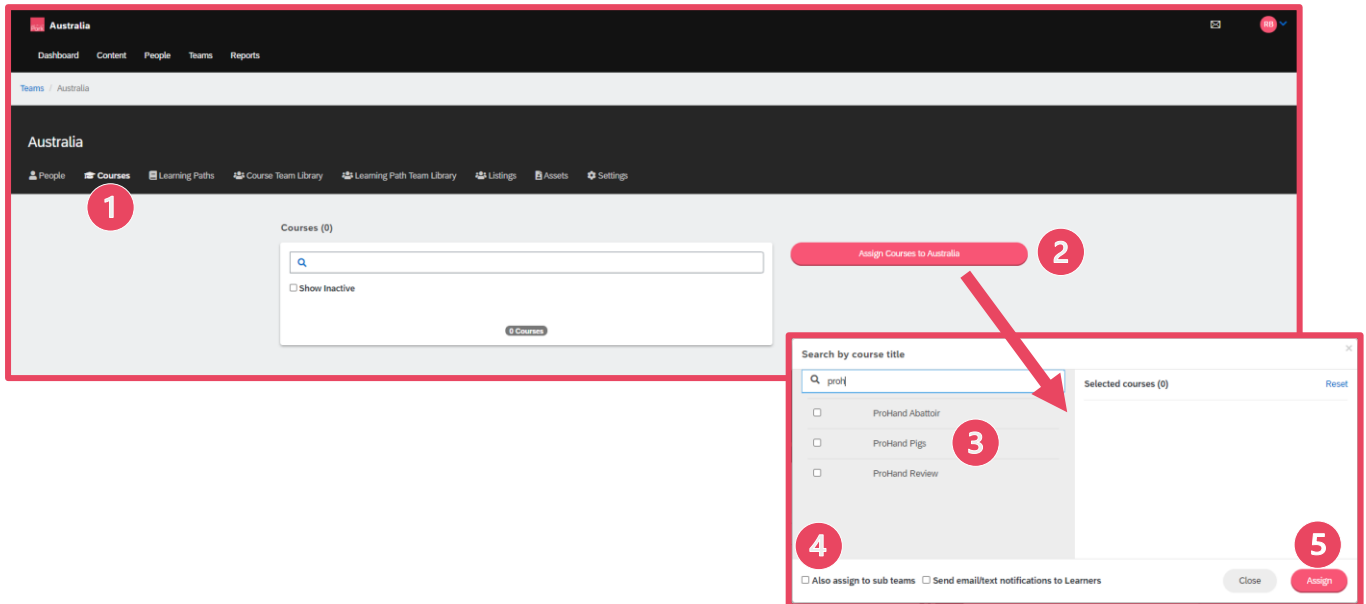
This will open up the “Add a new team” page:



- 1 Create a “Team Name”
- 2 Automatically assigning content is useful because it speeds up the set up process. If your subteam has very different needs to your original team, however, you may consider leaving these unticked. Courses can be added, assigned and removed manually later.
- 3 “Add team” will create the team.
- 4 “Add team then add another” will create the subteam and then open up a new “Add a new team page”.
- 5 Other subteams that sit on the same level as this team are visible here, and can be opened by clicking on them

## 4. Assigning courses to a team

Often users within the same team or subteam will be required to complete the same course or courses as part of their induction or training. Where this is the case, it is much easier to assign a course or courses to a team than to an individual user; courses assigned to a team will automatically be assigned to all users in that team, and will therefore appear on those users' learner dashboards.



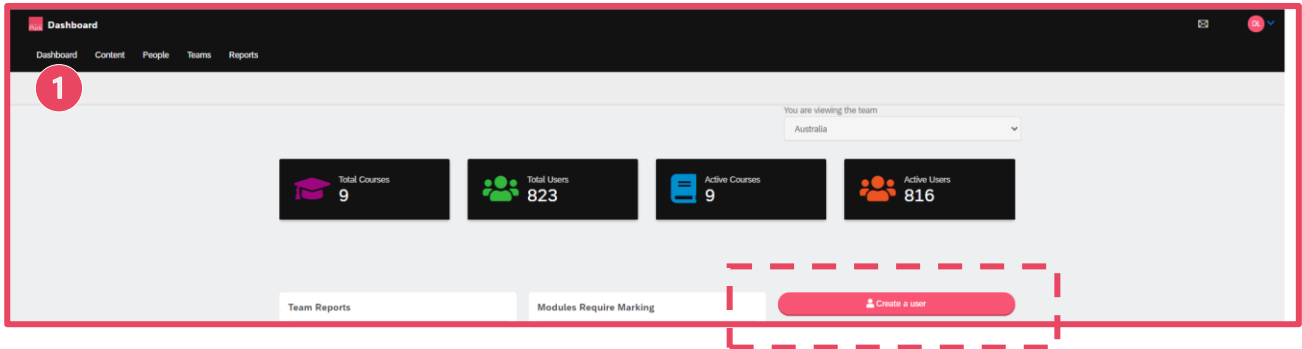
- 1 Open the team page and go to the “Courses” tab
- 2 Click “Assign Courses to [TEAM NAME]”
- 3 This will give you a list of all available courses. To find something specific, you may want to use the search box. Select the course or courses you want to add to the team by ticking the box alongside the name of the course. You can choose multiple courses.
- 4 You may want to “Also assign to subteams”. This will not only add the course to the team but to any subteams below it. Adding courses to other teams/subteams is a manual process otherwise.
- 5 Click “Assign”

Courses that are available to the team but that have not been assigned to a user will appear in the Content Library (visible in the learner view). Users can still access and complete these courses if they want to.

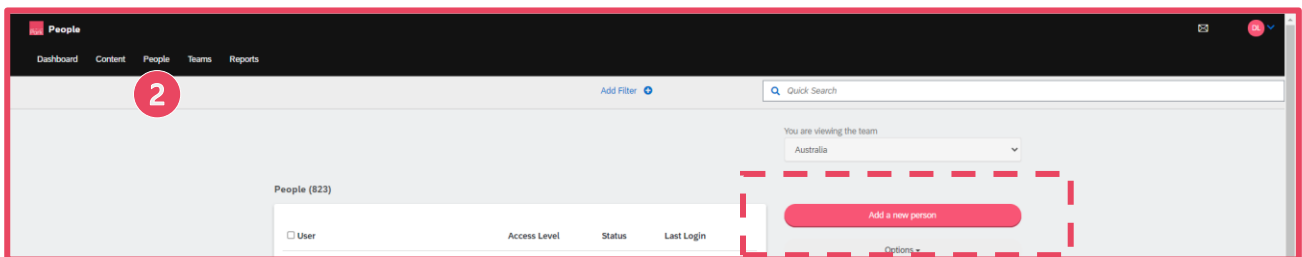
## 5. Creating a user

Users can be created in three places:

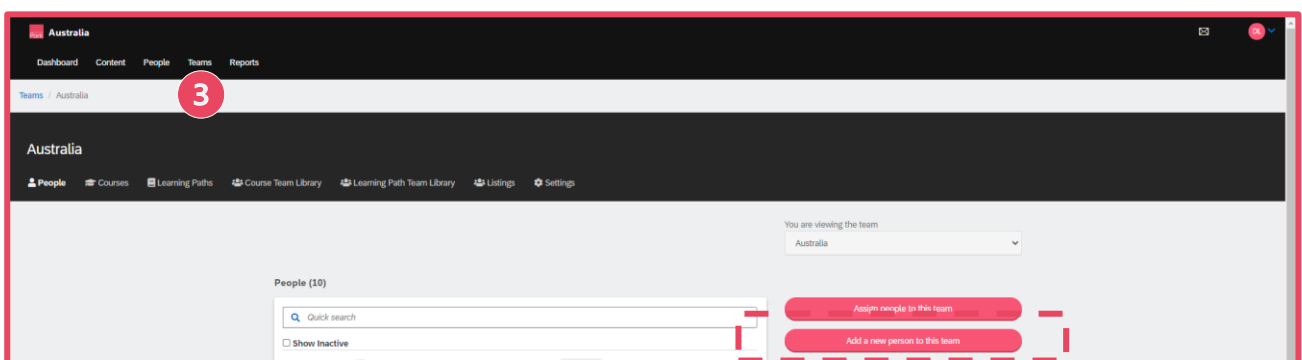
- 1 From the Admin dashboard:



- 2 From the "People" tab:



- 3 From within a team or subteam in the "Teams" tab:





## 5. Creating a new user - continued

Clicking on any of these will open the “Add a new person” page:

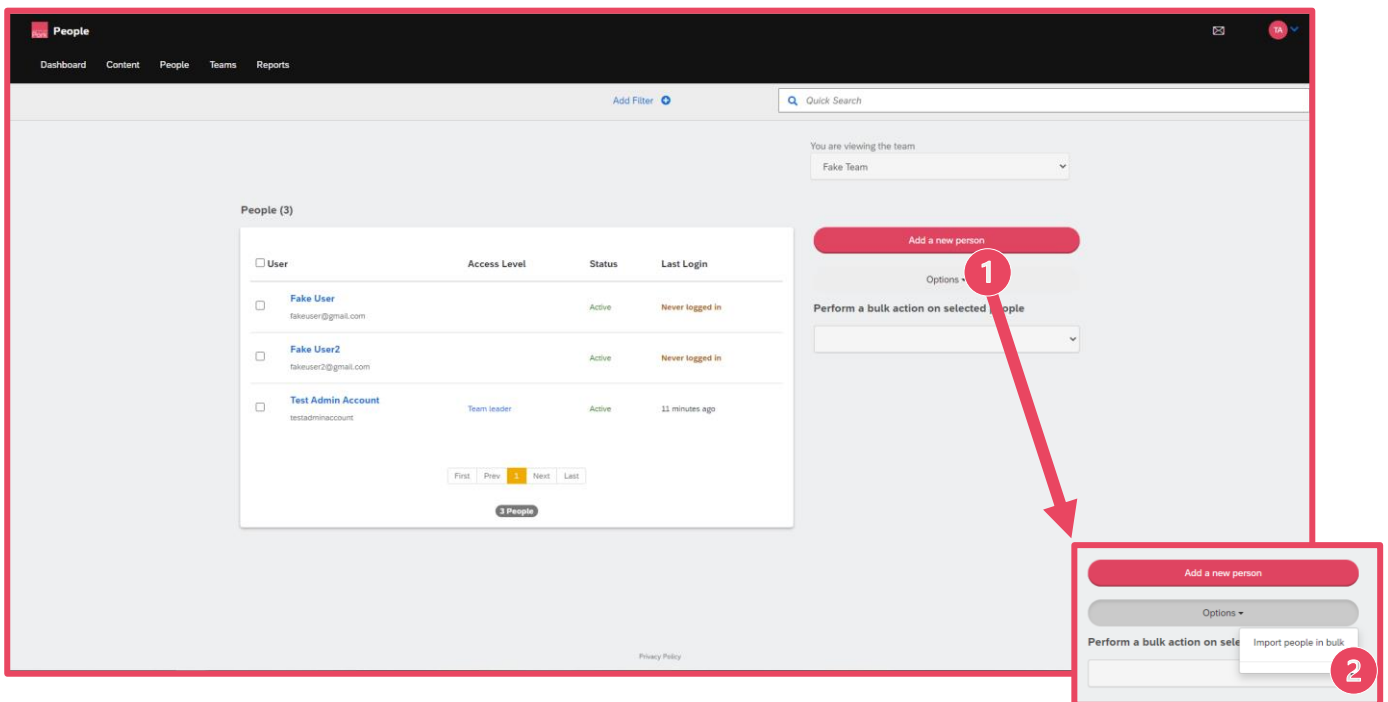
The screenshot shows the 'Add a new person' form in a web application. The form is titled 'Add a new person' and has a sub-header 'Enter a first name, last name and username to setup a new learner'. It includes several input fields and buttons. Red circles with numbers 1 through 7 are placed over specific elements: 1 points to the 'Team' dropdown menu, 2 points to the 'First Name\*' input field, 3 points to the 'Last Name\*' input field, 4 points to the 'Username\*' input field, 5 points to the 'Email' input field, 6 points to the 'Add person' button, and 7 points to the 'Add person and then add another' button. The form also includes an 'Active' checkbox, an 'Access Level' dropdown menu, and a 'Disable all email notifications for messages' checkbox.

- 1 Check the team you want the new user to be a part of. As a team admin, you can assign someone access to your own team, as well as any of your team’s subteams.
- 2 Fill in the new user’s “First Name”. This is a mandatory field.
- 3 Fill in the new user’s “Last Name”. This is a mandatory field.
- 4 Fill in the new user’s “Username”. This could be:
  - An email address, but only if they will be the only person using that email address on this platform
  - A username – this can be anything, but the suggested format is the first letter of a user’s first name, a dot, and then their last name. E.g. a.learner
- 5 Fill in an email address that the login link will be sent to. This could be a new user’s personal email address, their work email address, or could be a generic farm email address that is used across multiple user accounts. Make sure there are no spaces before or after the email address.
- 6 “Add person” will create the user.
- 7 “Add person then add another” will create the user and then open up a new “Add new person page”.



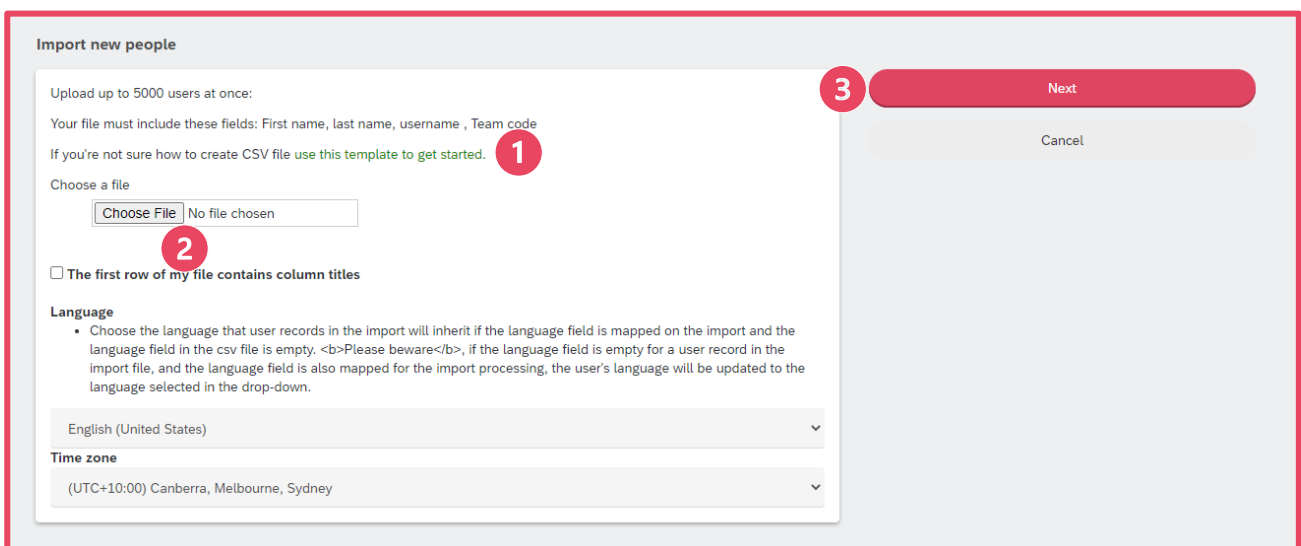
## 6. Creating multiple new users

It is possible to create multiple new users at the same time using a bulk import option. This must be done through the “People” tab:



- 1 Select “Options”.
- 2 Select “Import people in bulk” from the drop down.

This will open the “Import new people” screen:



- 1 There is an CSV/Excel template for this that can be downloaded here. Within this template, you must fill in the “Username”, “Email”, “First Name”, and “Last Name” fields. If you are asked for a “Team Code”, this can be found on a team’s page under “Settings”.
- 2 Save and upload the CSV file.
- 3 Select “Next”.

## 7. User login issues

Instructions for how a new user can get set up in the system are covered in the “Litmos LMS Platform User Guide – Getting Started” document. This can be accessed in the Content Library, or on the APL website.

If a user follows these instructions, they should not have any problems gaining access to the platform or courses, but if they do run into issues, they will likely contact you for help.

Before doing anything else:

- a) Ensure the user is using a password that is at least 8 characters and contains at least:
  - One UPPERCASE character
  - One lowercase character
  - One number (1 2 3 4 5 6 7 8 9 0)
  - One special character (! @ # \$ % ^ & \* ?)

Example passwords:

Apl2468!	Apl0123?	Pig1234\$	Pig3579%	Farm9876!	Vet1234?
P0rkfork!	Porkf0rk?	Driver01#	Driver33\$	O1nko1nk!	Oink0ink?

The password can also not be one that they have used previously, so if one of these does not work, have them try a second one.

- b) Ensure the user has filled out all \* fields in the additional details section of the set-up page.

If a user has tried these steps and still not been able to progress through the set up stage, you can try resetting their password for them. This can be done through the “Reset password page”.

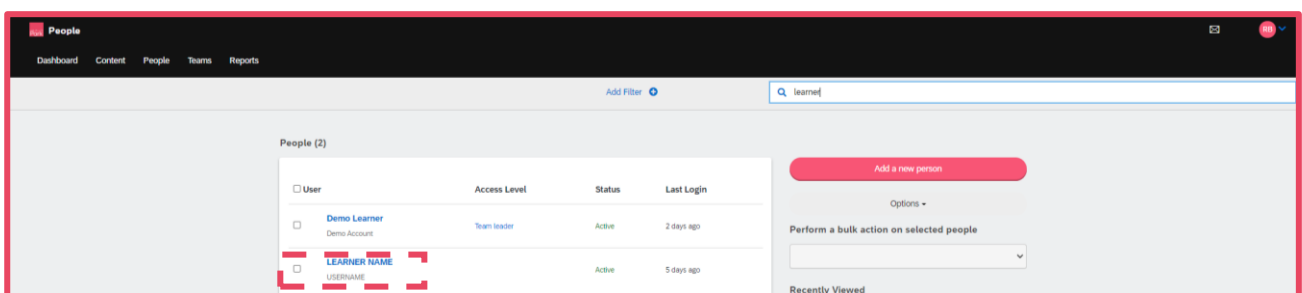
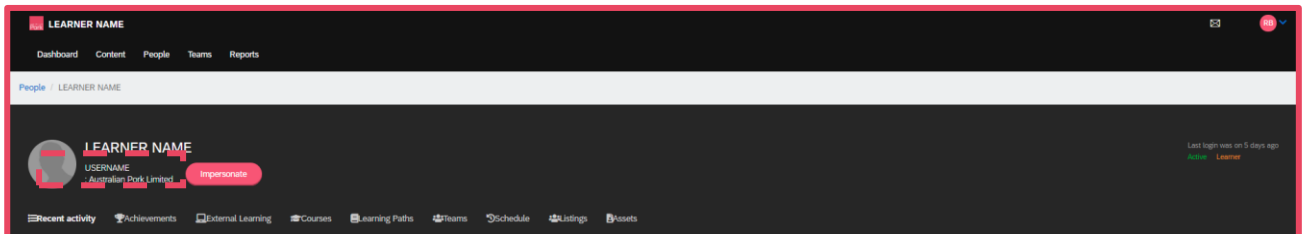
- 1 This page can be accessed from the “Recent activity” tab in a user’s page. Select “Options” and then “Reset password”
- 2 Set an appropriate password and hit “Save”

The screenshot shows the Litmos LMS interface. On the left, there's a sidebar with navigation options: Dashboard, Content, People, Teams, Reports. The main area is titled 'LEARNER NAME' and shows the 'Recent activity' tab. A red box highlights the 'Options' menu, which includes 'Reset password'. Another red box highlights the 'Reset password' form, which includes fields for 'Email', 'Password', and 'Confirm password'. A red arrow points from the 'Reset password' button in the 'Options' menu to the 'Reset password' form.

## 7. User login issues - continued

Once a user's password has been set, they will not be able to log in via the login link in the original email, and will have to log in via the default log in link: <https://australianpork.litmos.com.au/account/login/>

If they are not sure of their username, they can still find it in the original login email. Additionally, you can find it and provide it to them:



Their password will be the one you have just set for them. Logging in will take the user back to the set up page. Once again, they will need to set an appropriate password (this must be different to the one you used when you reset it, and not one you or they used during the initial set up attempt) and fill out all \* fields. They should then be able to progress to their learner dashboard.

Alternatively, you could do this step for them, as you will have both their password and their username. You will just need to ensure you can fill in the extra \* fields on their behalf, and make sure you provide them with their updated password for the next time they log in.

## 8. Other login issues

### **A user did not receive their login email.**

Check there is an email address against the user's account, and that there are no typos in it.

(People > User ("Recent activity" tab) > Options > View [USER] > Look in the "Basic information" field).

Add or update the email address if necessary and save any changes. Then Select "Reset password" and click "Send" to resend the login link.

### **A user has forgotten their password and/or is locked out of their account.**

Reset the user's password for them, and then let them know what their new password is.

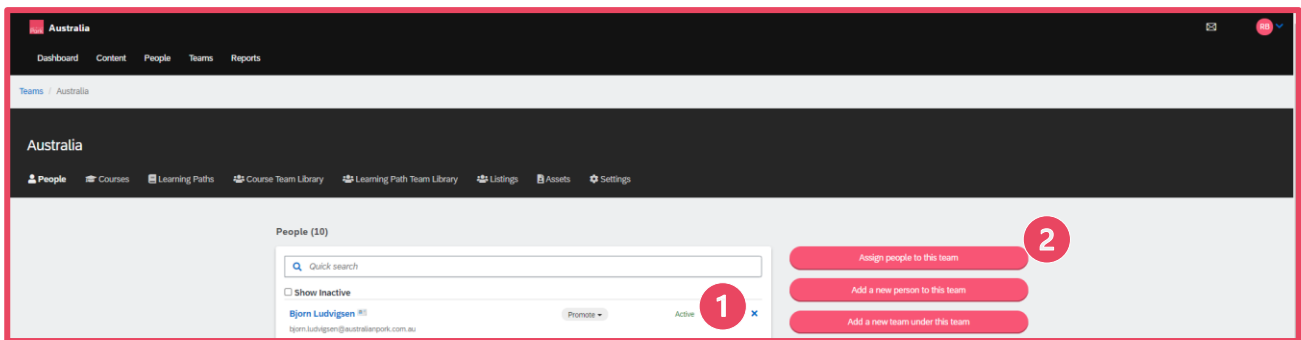
(People > User ("Recent activity" tab) > Options > Reset password).

## 9. User management

**Removing or assigning an existing user from a team** – you can move users to different teams if they have ended up in the wrong place by accident, or if they need to be in multiple teams.

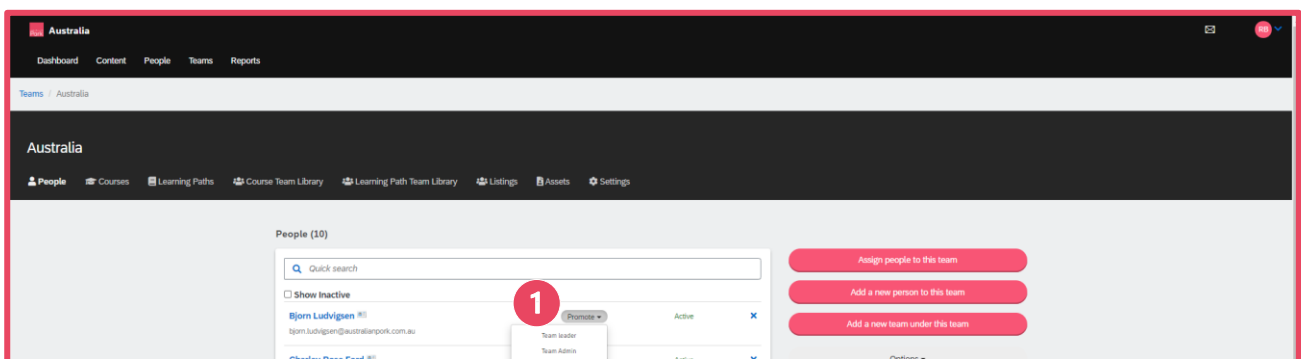
This is done from the team or subteam page:

- 1 Click the cross to remove a user from a team
- 2 Click “Assign people to this team” to add users into a team



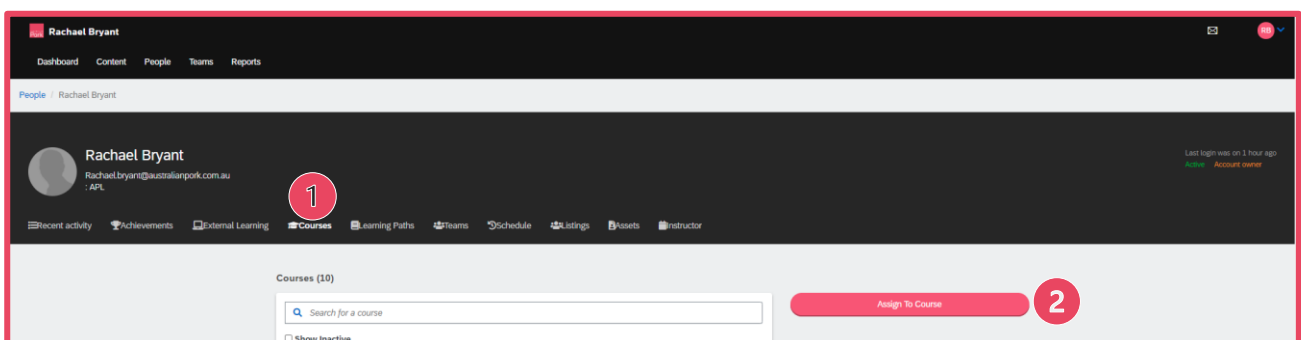
**Promoting users from learner to admin** - as an admin, you can promoting other learner users in teams or subteams to admin level.

- 1 This is done from the team or subteam page:



**Assigning individual users to a course** – if a user needs to be assigned to a course or courses that you do not want to be assigned to others in the team, you can assign courses at an individual level rather than at a team level. Assigned courses will appear on a user’s learner dashboard.

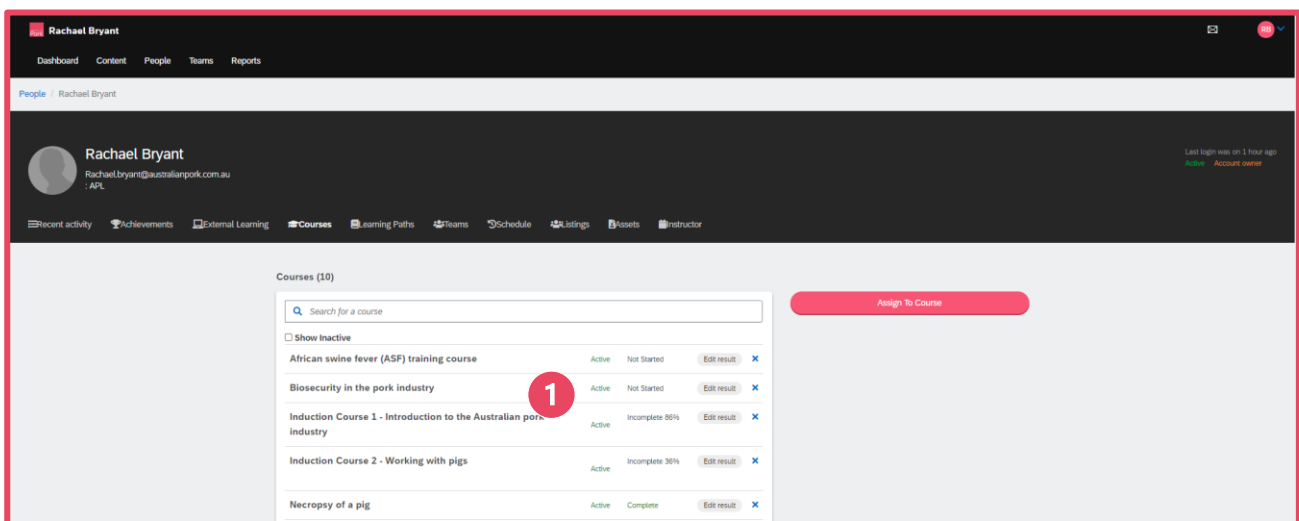
- 1 This is done from a user’s page (in the “People” section), under “Courses”.
- 2 A user can then be assigned to a course or courses.



## 9. User management - continued

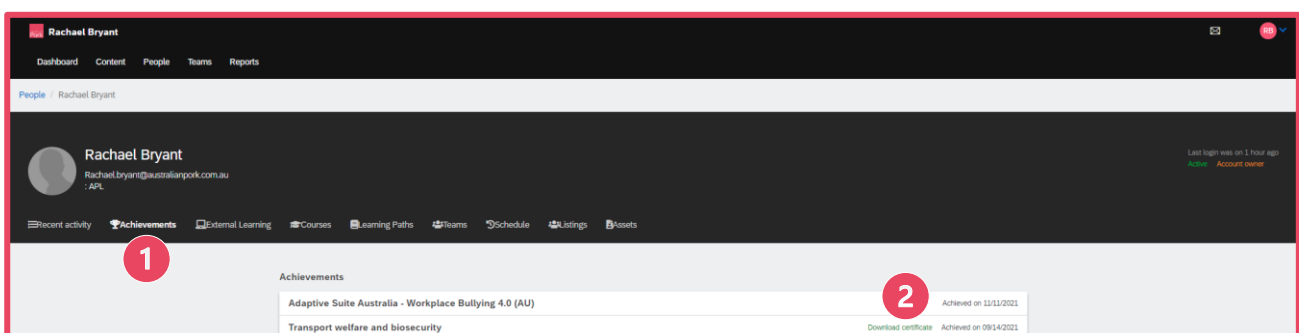
**Checking a user's progress against a course or courses** – if you want to track a user's progress through a course or courses, you can open the “Course” tab on their user page.

- 1 All courses they're assigned to will be visible, as will any courses they've started of their own volition out of the Content Library. Each course will have a Status:
  - Not started – the user has not begun the course
  - Incomplete – the user has started but not finished the course. There will be a percentage to show how far through it they are.
  - Complete – the user has completed the course



**Accessing user completion certificates** – you may need to access a user's completion certificates to add to their training records. You can ask users to download/provide these when they complete the a training course, or you can go in and retrieve them yourself.

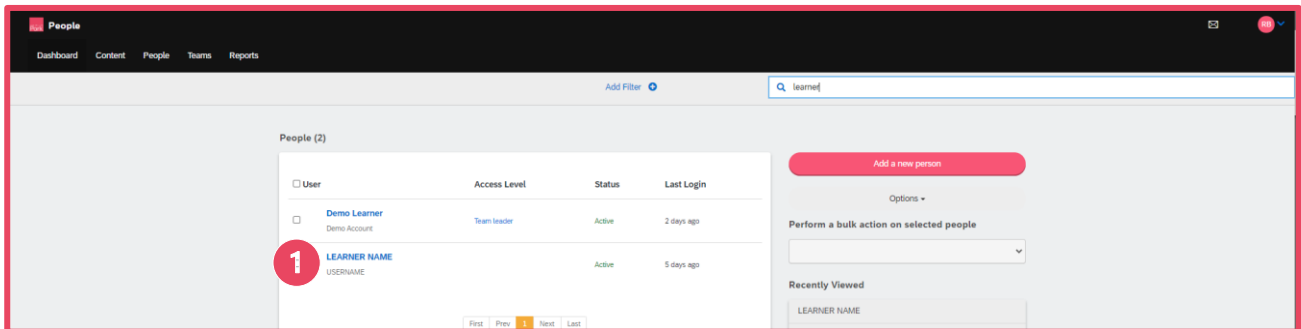
- 1 Once a user has completed a course, the certificate for that course can be accessed through the “Achievements” tab on a user's page.
- 2 Certificates (where they are available for a particular course) can be accessed by clicking “Download certificate”



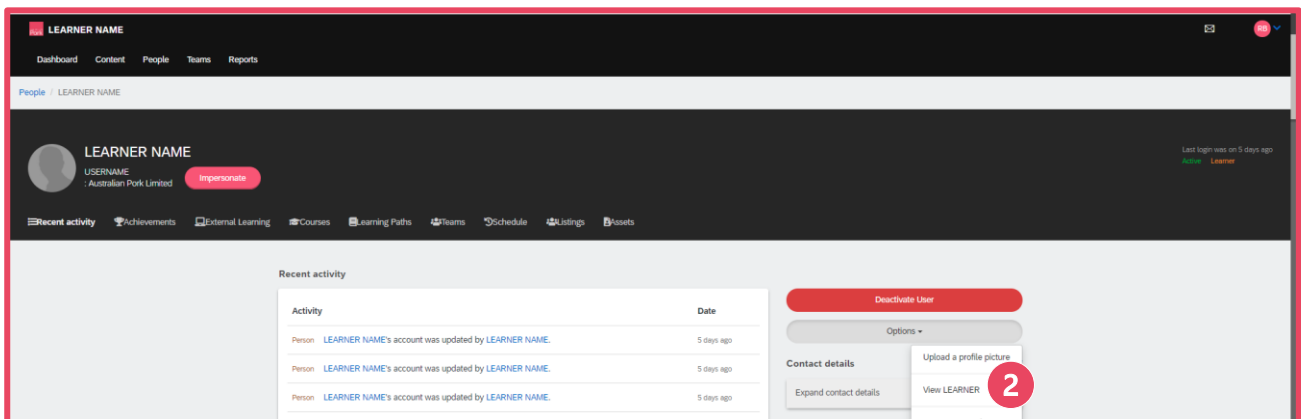
## 10. Deleting a user

Deleting users will completely remove them from the system. This should only be done if a user has left the business or industry, and ideally, you should make sure you and they have copies of any completion certificates, as these will be deleted when the user account is.

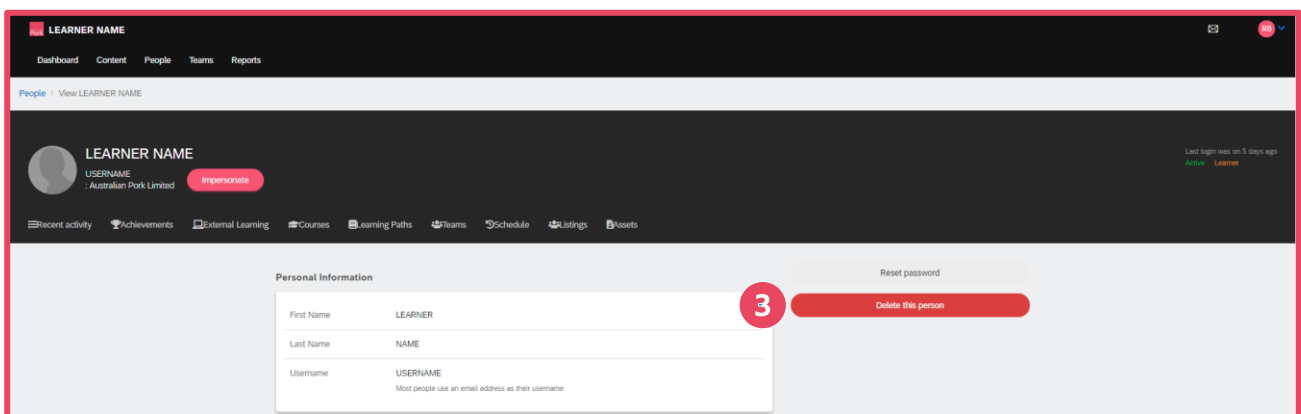
- 1 To delete a user you must find that user in the People view and then click to open their page:



- 2 Once their user page is open (in the "Recent Activity" tab), select "Options", then "view [NAME]".



- 3 Select "Delete this person".

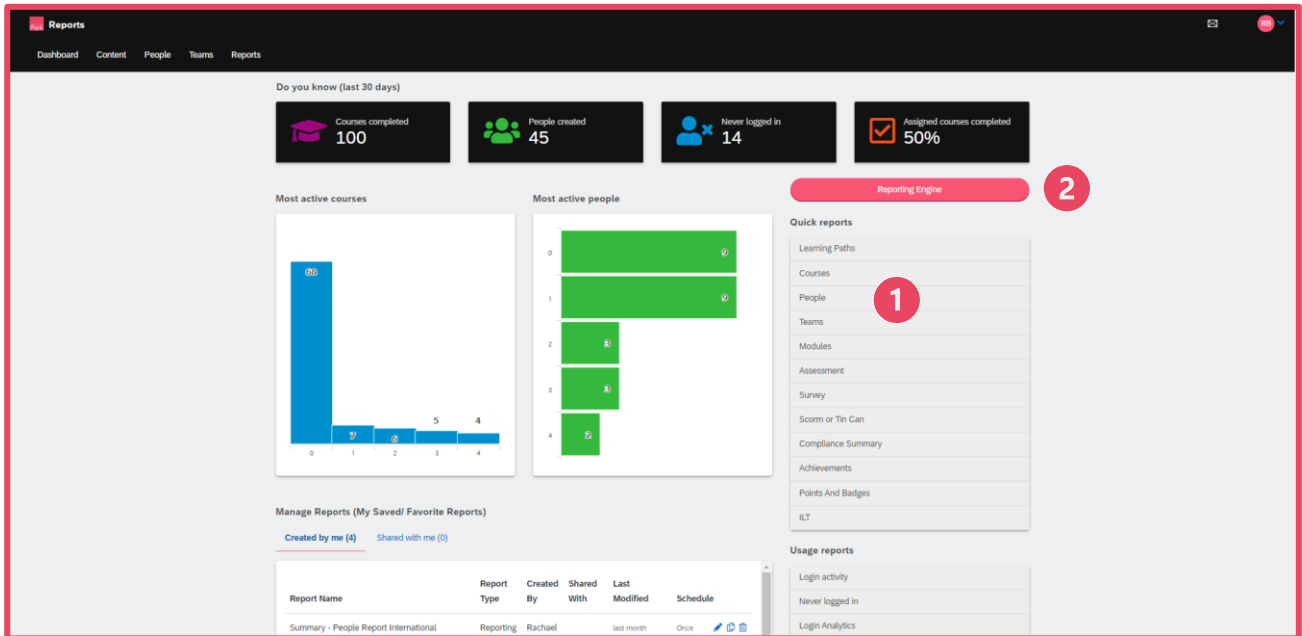




# II. Reporting

While you can monitor the progress of individual users, it is often more efficient to pull reports to see how a team and its subteams are progressing overall.

This can be accessed through the “Reports” tab:



Available reports:

1

Quick reports – these are available in a range of topics:

- Courses – will show number of people assigned to particular courses and number of people vs number of people who have completed those courses
- People – will show a list of users, their usernames, the number of courses they’ve been assigned or started, and how far through they are
- Teams – will show a list of your teams and subteams, how many users are in each, and how they are progressing against assigned courses
- Survey – will show what your team members think of the training they’ve completed.

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There is also the option to create custom/more detailed reports using the “Reporting Engine”. These can be run as a once off, or can be scheduled to run on a regular basis.



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