

Avionté University Admin Instructions

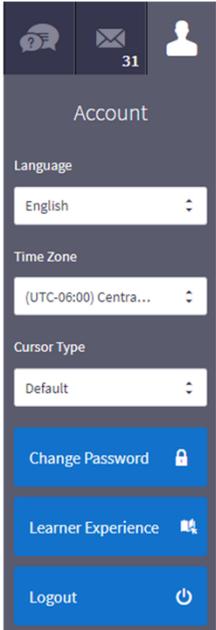
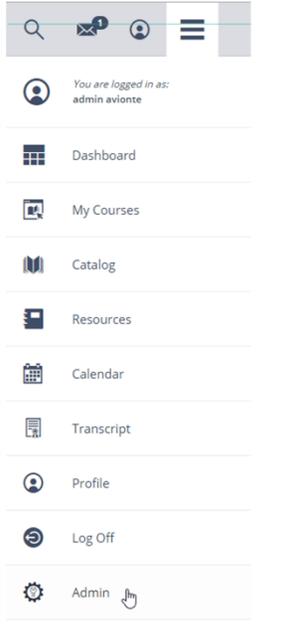
The Avionté University admin can add learners as needed and enroll them in courses that complement their function/role within the organization. This document provides step-by-step instructions for many of the functions the administrator can perform.

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Navigate Between Portals

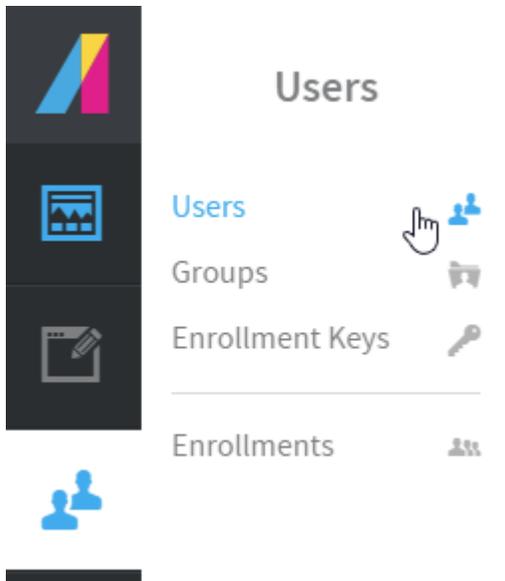
If your account grants you access to both the Admin and Learner portals, you will have the option to move between the two with one set of credentials.

From the Admin Portal	From the Learner Portal
Select Learner Experience from the navigation menu in the upper right.	Select Admin from the navigation menu in the upper right.
	

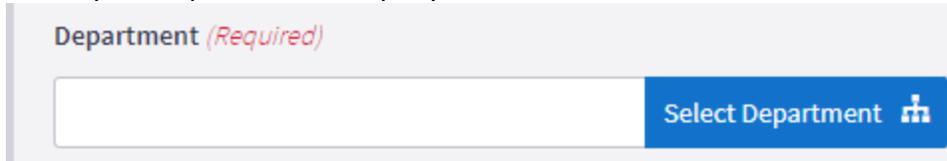
Add a Learner Account

The Micro Learning course *Avionté University Admin - Add a Learner* is also available to you.

1. Navigate to the Users page



1. Click the Add User button.
2. Complete the General section of the Add User page.
3. Select your department/company name.

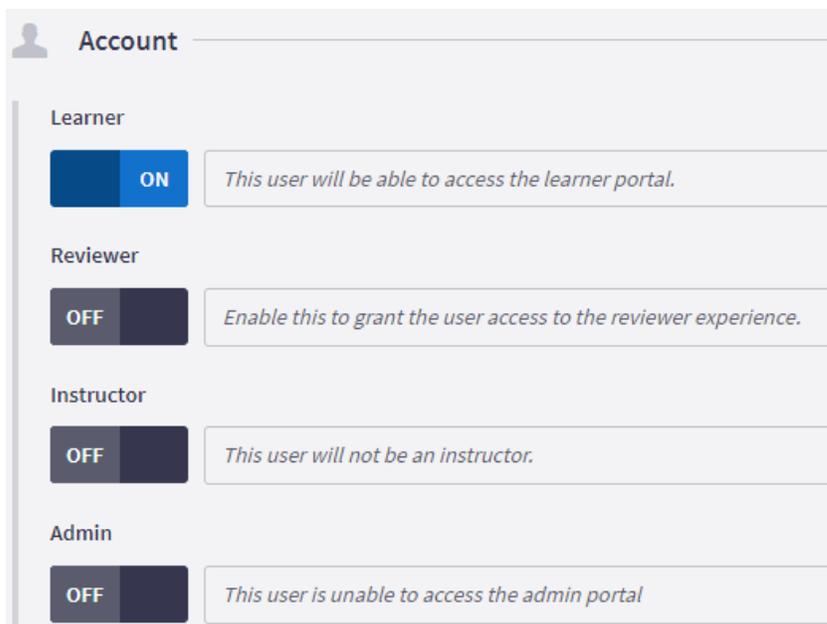


4. The Send New User Email option defaults to Yes. You may customize the email by setting the toggle to On, however, DO NOT REMOVE any bracketed strings for example {{{KeyName}}}.
5. The new learner account defaults to Active, do not change this setting.



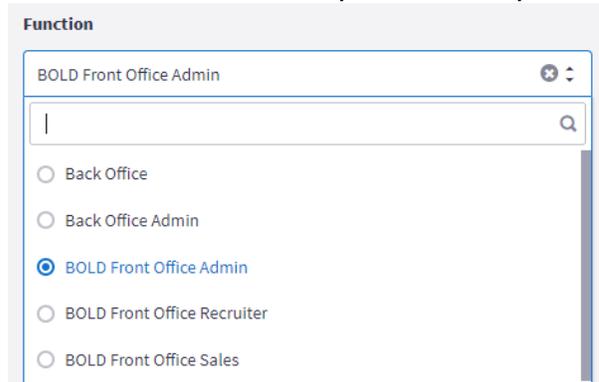
6. Scroll down the page to the Account section. Learner defaults to On, do not change this setting.

IMPORTANT: The other account types must remain Off. Admin credentials must be requested by submitting a support ticket.



7. The admin may complete the Contact Information and Employee Details sections, but they are not required.
8. **Optional Enroll by Function:**
To automatically enroll the learner in courses based on their function within your

organization scroll down to the More section. Select the learner's primary function within your organization. The learner will automatically be enrolled in those courses appropriate to their function. A secondary function may be selected if needed.



Function

BOLD Front Office Admin

|

Back Office

Back Office Admin

BOLD Front Office Admin

BOLD Front Office Recruiter

BOLD Front Office Sales

If enrollment rules and/or courses are updated in the future your learner will automatically be enrolled in courses assigned to their selected function.

Note: If no function is selected the learner will not be automatically enrolled in courses. The admin will need to enroll the learner in courses following the instructions for Pathing Learners.

9. You are asked to complete all fields located in the More section if you are able.

The screenshot shows a 'More' section of a user profile form. It contains the following fields:

- Company:** An empty text input field.
- Function:** A dropdown menu with the selected value 'BOLD Front Office Recruiter'.
- Platform:** A dropdown menu with the selected value 'BOLD FO & BO'.
- Secondary Function:** An empty dropdown menu.
- Supervisor Email:** An empty text input field.

10. Save your work.

Course Breakdown According to Function

BOLD Front Office Admin

- AviontéBOLD 1: Introduction to the Solution
- AviontéBOLD 2: Managing Companies & Contacts
- AviontéBOLD 3: Job and Job Postings
- AviontéBOLD 4: Talent Management
- AviontéBOLD 5: Candidate Management
- AviontéBOLD Administrator Course
- Go Paperless with AviontéBOLD

BOLD Front Office Recruiter

- AviontéBOLD 1: Introduction to the Solution

AviontéBOLD 2: Managing Companies & Contacts
AviontéBOLD 3: Job and Job Postings
AviontéBOLD 4: Talent Management
AviontéBOLD 5: Candidate Management
Go Paperless with AviontéBOLD

BOLD Front Office Sales

AviontéBOLD 1: Introduction to the Solution
AviontéBOLD 2: Managing Companies & Contacts
AviontéBOLD 3: Job and Job Postings
AviontéBOLD 4: Talent Management
AviontéBOLD 5: Candidate Management

Back Office

BACK OFFICE 1: Navigating Avionté Back Office
BACK OFFICE 2: Back Office Foundations
BACK OFFICE 3: Setting Up Customer Billing
BACK OFFICE 4: Preparing for Employee Payroll
BACK OFFICE 5: Entering Employee Timecards
BACK OFFICE 6: Processing Employee Payroll
BACK OFFICE 7: Creating Customer Invoices
BACK OFFICE 8: Recording Customer Payments

Back Office Admin

BACK OFFICE 1: Navigating Avionté Back Office
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BACK OFFICE 6: Processing Employee Payroll
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BACK OFFICE 8: Recording Customer Payments
Back Office Admin Tools: Employee & System

Pathing Learners

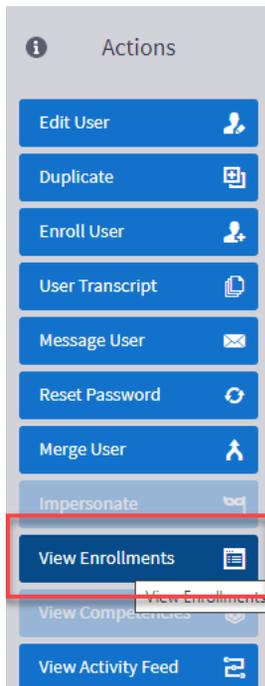
You may create a custom learning path for users by adding or removing courses appropriate for their function within your company.

The Micro Learning course *Avionté University Admin - Add an Enrollment* is also available to you.

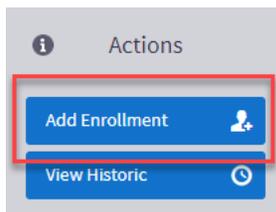
Add Courses to a Learner's Enrollment

1. Navigate to the Users page.
2. From the Users page, select a User.

3. Choose View Enrollments to load a list of all courses this learner is enrolled in.
4. The selected learner's enrollment list will load. Review the enrollments.



5. To add courses to the learner's enrollment, select the Add Enrollment button.



6. From the Select Courses window, **click the arrow next to one of the folders**. Select the checkbox of the course(s) to add to this learner's enrollment.

Select Courses

1 of 0 courses 0 item(s) selected

Search

- ▶ Avionté Back Office
- ▶ AviontéBOLD Courses by Role
- ▶ AviontéBOLD New Front Office Courses
- AviontéBOLD 1: Introduction to the Solution
- AviontéBOLD 2: Managing Companies and Contacts
- AviontéBOLD 3: Job and Job Postings
- AviontéBOLD 4: Talent Management
- AviontéBOLD 5: Candidate Management
- AviontéBOLD Administrator Course
- Go Paperless: Using Adobe Sign in AviontéBOLD
- ▶ AviontéCLASSIC Front Office
- ▶ Instructor Led Assessments
- ▶ Internal Avionte
- ▶ Micro Learning by Topic
- ▶ Ongoing Learning

7. Click the Choose button. The selected courses are added to the learner's enrollment.

Remove Courses from a Learner's Enrollment

To remove courses from the learner's enrollment, follow steps 1 - 4 above.

5. Select the courses to be removed from the list.
6. Click Un-enroll User from the Actions menu.

The screenshot shows the 'User Enrollments' page in the Avionté system. At the top, there is a search bar with 'Intelligent Assist' and the user name 'Jim Owens'. Below this, the 'User Enrollments' section has a 'User Equals' filter. A table displays enrollment data with columns for Name, Category, % (P...), Status, Score, Date, and Date. Three items are listed, with the first two selected. On the right, a 'Mass Actions' sidebar contains buttons for 'Re-enroll User', 'Un-enroll User', and 'Deselect'. A tooltip for 'Un-enroll User' is shown over the button.

Name	Cate...	% (P...	Status	Scor...	Dat...	Date ...
AviontéBO LD 1: Introduction to the Solution	AviontéBO LD New Front Office Courses	0	Not Started		2022-08-24 10:29 AM	
AviontéBO LD 2: Managing Companies and Contacts	AviontéBO LD New Front Office Courses	0	Not Started		2022-08-24 10:29 AM	
AviontéBO LD 3: Job and Job Postings	AviontéBO LD New Front Office Courses	0	Not Started		2022-08-24 10:29 AM	

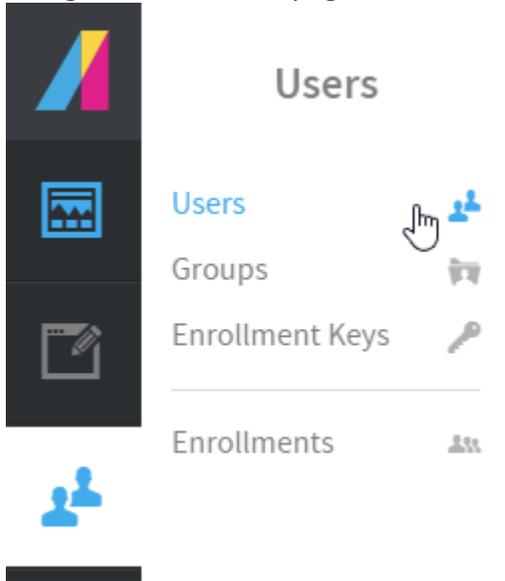
7. Click OK in the Un-enroll window. The courses have been removed from the learner's enrollment.
8. Select the User Transcript button to view the learner's transcript and the changes you have made to their enrollment.

The screenshot shows the 'Actions' sidebar with the following buttons: 'Edit User', 'Duplicate', 'Enroll User', and 'User Transcript'. The 'User Transcript' button is highlighted with a red box.

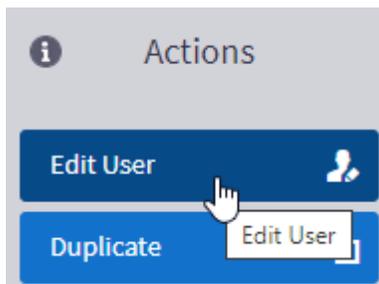
Inactivate Users

Your Avionté University admin is responsible for inactivating user accounts.

1. Navigate to the Users page.



2. Select the user from the list.
3. Click the Edit User button.



4. On the Edit User page scroll down to the Is Active toggle and change to Inactive.

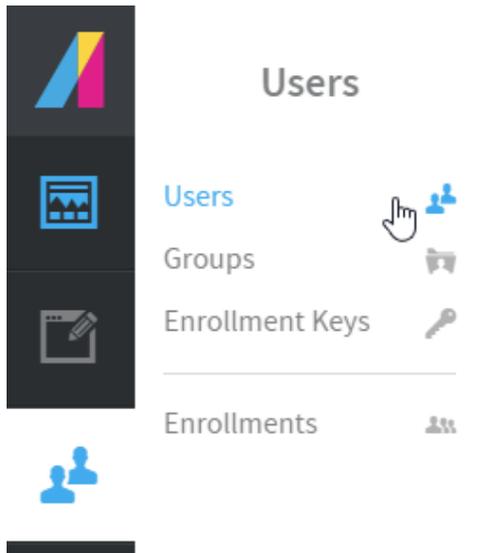


5. Save your work.

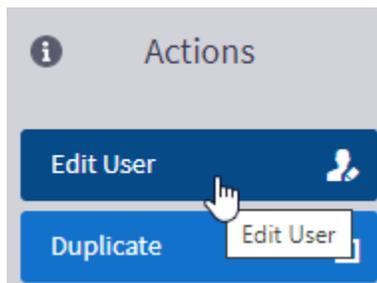
Edit User

Admins can modify user information such as misspellings or email addresses.

1. Navigate to the Users page.



2. Select the user from the list.
3. Click the Edit User button.



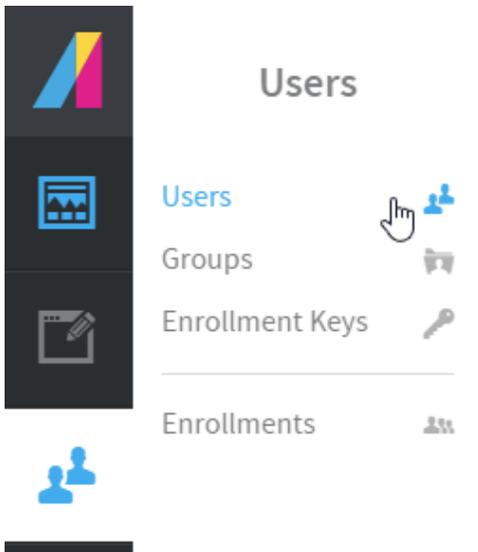
4. Admin can provide a temporary password if necessary. Scroll down the page to the Password section. Type in a temporary password. The user will be asked to reset their password on their next login.

5. Save your changes.

Reset Password

Your internal Avionté University admin can assist with resetting users' passwords.

1. Navigate to the Users page.



2. Select the user from the list.
3. Click the Reset Password button



4. On the Reset Password page, the admin can customize the message if desired.
5. Click Send.

Merge Duplicate Accounts

When 2 or more accounts for the same learner exist, your Avionté University admin should merge the accounts. Multiple accounts occur when the Enrollment Key is used to “Sign Up” more than once by the same user, rather than using the credentials they created. Merging accounts automatically sets the duplicate accounts to be inactive while keeping the records of the user's completed work.

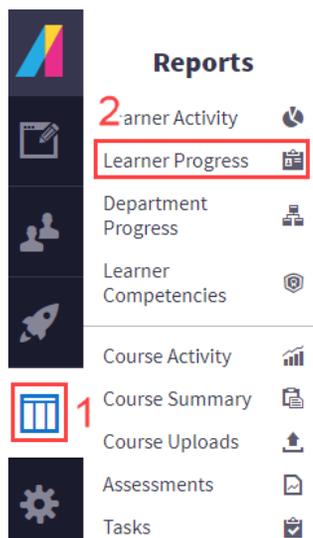
To avoid the creation of duplicate user accounts, remind your users to use the enrollment key only once. BEST PRACTICE: Add users using the Add User option.

Note: Moving forward we have discontinued the use of enrollment keys, as we have moved to an import process. Those admins who currently have access to enrollment keys may continue to use them temporarily.

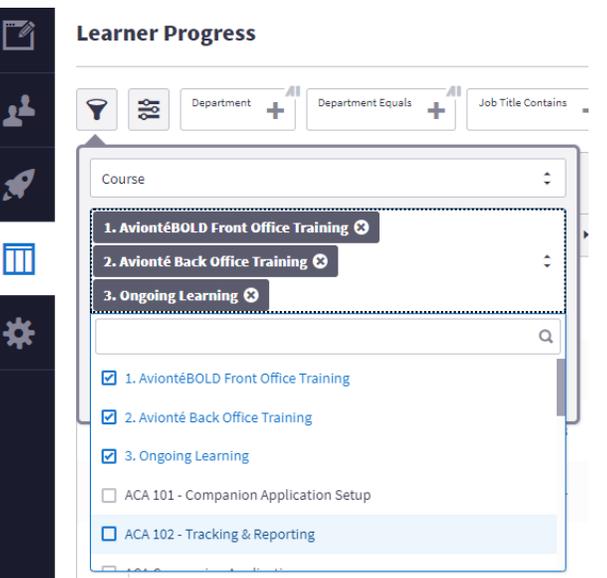
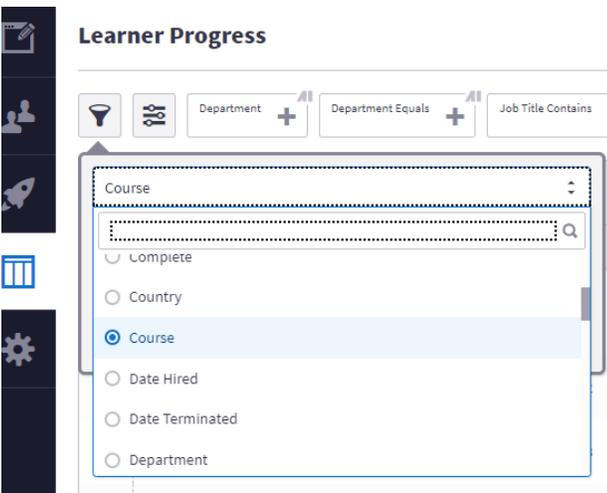
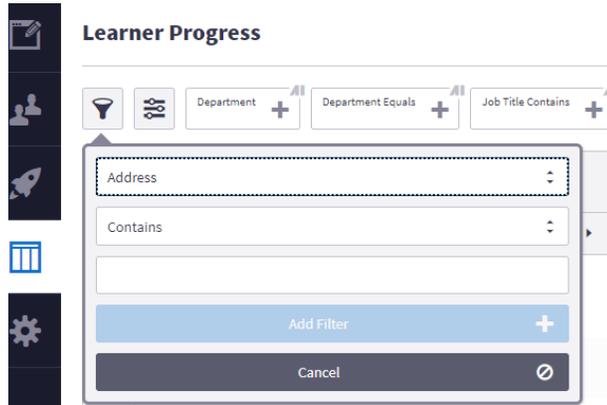
1. Locate the duplicate accounts under the Users menu. Absorb places a number at the end of duplicate usernames, making it easy to find them.
2. If any of the accounts show no completions in their transcript you can inactivate them without completing the merger process.
3. Select one of the accounts (preferably the original) from the list of users.
4. Click Merge Users.
5. Select the duplicate user account from the drop down.
6. Click Merge. Repeat if needed.

Reporting: Learner Progress

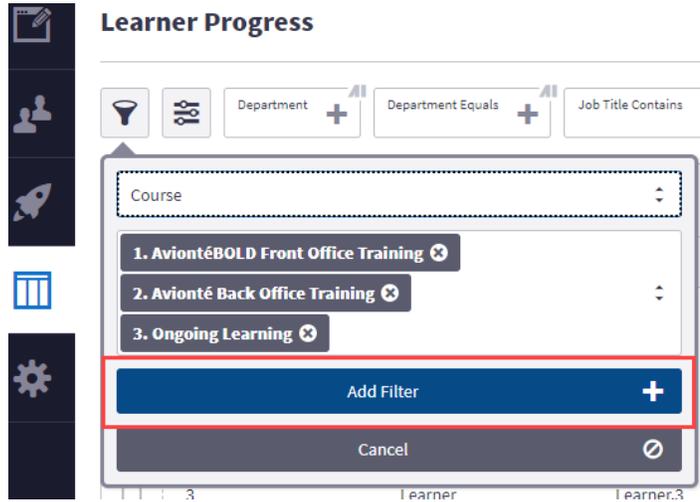
1. Select Reports > Learner Progress to navigate to the Learner Progress report.



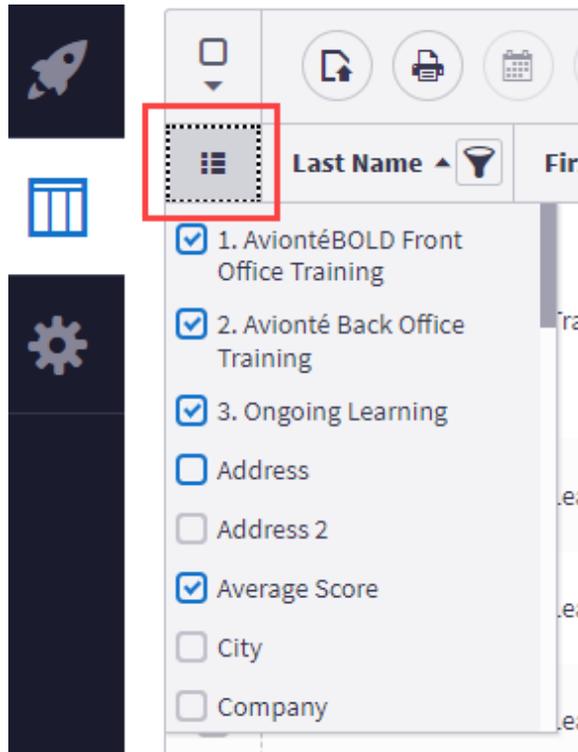
2. First time use, click the Course Filter and click the blue + to select the courses in which your learners are enrolled.



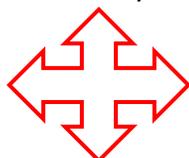
3. Click Add Filter. You can view the progress of your learners in the selected courses.



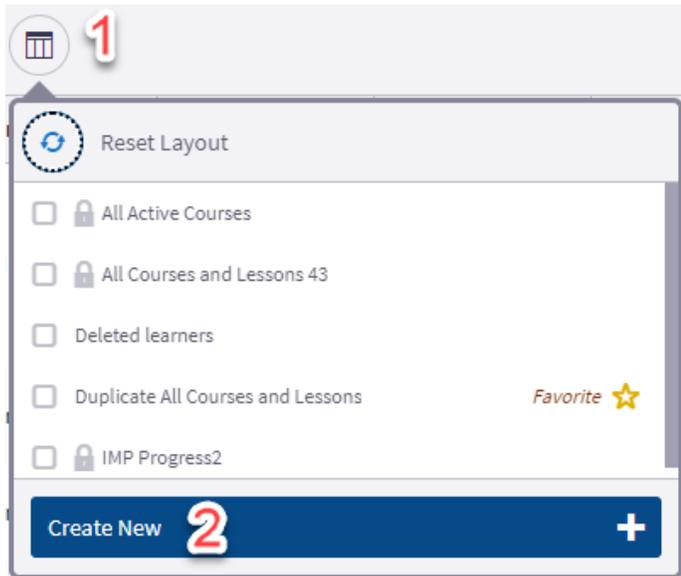
4. Set up your display columns by selecting and deselecting them from the list.



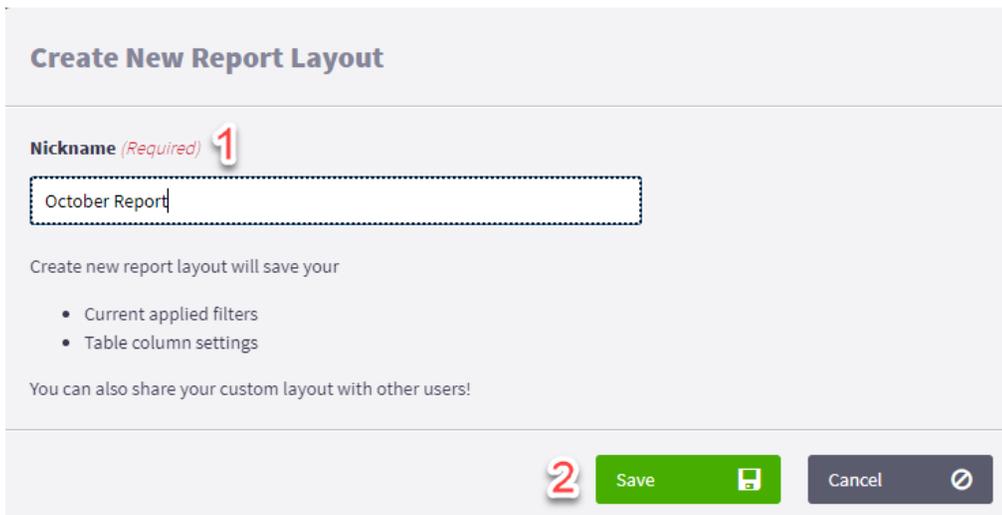
5. Organize your chosen columns. Place your cursor over a column heading when the cross symbol is shown drag the column to its new position.



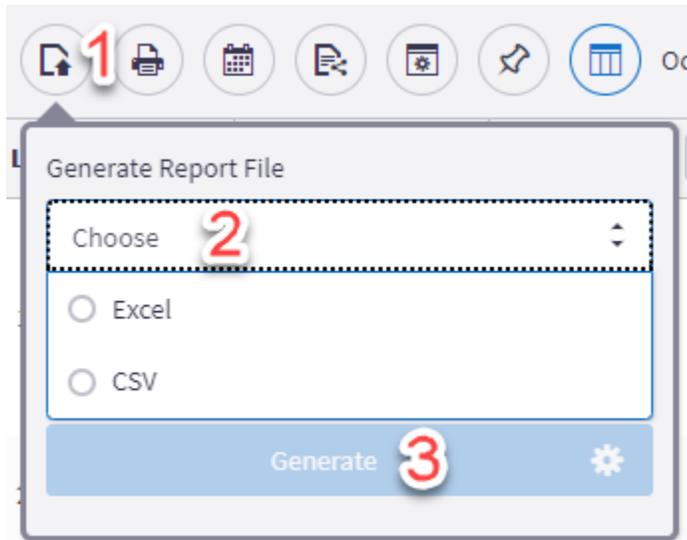
6. Select the Layout icon and click the Create New button.



7. Name your layout and select Save.



8. To export this report, click the Generate Report icon, choose Excel or CSV from the drop down. In the future, this report will be available under the Saved Layout icon.

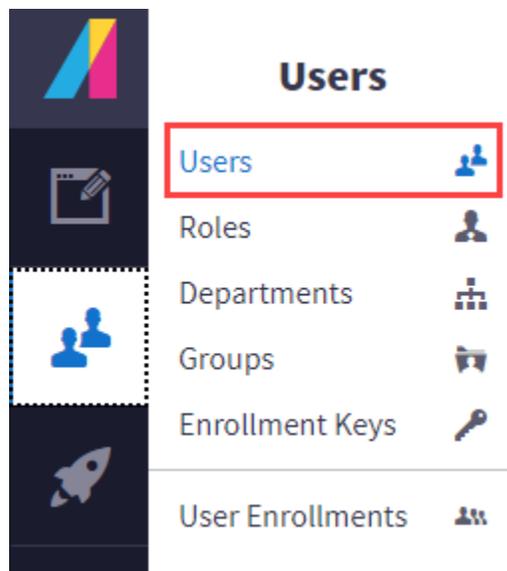


9. Click Generate. When the generation is complete, you may download your report.
10. Additional reports are available under the Reports menu.

User Transcript

The transcript is a great resource to track individual learner progress. The User Transcript is available from the Users page. Here you can view the learner’s certificates earned by successfully completing the courses/lessons.

1. Navigate to the Users page.



- Select the user from the list of your learners.

Users

The screenshot shows the 'Users' management interface. At the top, there are two active filters: 'Last Name Contains Test' and 'Department Equals Avionte Internal'. Below the filters is a toolbar with icons for various actions. The main area displays a table of users with columns for 'Last Name' and 'First Name'. Two users are listed: 'Test' (Rochelle) and 'TestEsch' (TestPeg). Both users have their selection checkboxes checked, and these checkboxes are highlighted with a red box.

- Select the User Transcript button. The learner's transcript loads. Earned certificates, status, and scores of lessons are shown. The transcript can be printed or saved as a PDF.

The screenshot shows the 'Actions' menu for a user. It contains several buttons: 'Edit User', 'Duplicate', 'Enroll User', 'User Transcript', 'Message User', and 'Reset Password'. The 'User Transcript' button is highlighted with a red box.

The screenshot shows the 'User Transcript' page for the user 'TestPeg TestEsch'. The page is divided into several sections:

- Profile:** Shows user details such as Username (TestPeg.TestEsch), Department (Avionte Internal), Email Address (peggy.esch@avionte.com), Total Credits (0), Last Logged In (2022-06-20 05:19 PM), and Total Time Spent (0d 1h 7m 0s).
- Completions:** A section with sub-sections for 'Competencies & Badges' (No Competencies) and 'Certificates' (No certificates). This section is highlighted with a red box.
- Enrollments:** A table titled 'Online and Instructor Led Course Enrollments' showing course details. This table is also highlighted with a red box.

Course Name	Status	Credits	Score	Enrollment Date	Completion Date	Time Spent
Avionté+ Workflow Sessions CONNECT 2021	Not Started			2022-08-25 05:21 PM		0d 0h 0m 0s
AviontéBOLD 1: Introduction to the Solution	In Progress			2022-06-20 05:18 PM		0d 1h 7m 0s
AviontéBOLD 2: Managing Companies and Contacts	Not Started			2022-06-21 04:00 PM		0d 0h 0m 0s

On the right side of the page, there is a sidebar with a 'Back' button and several action buttons: 'Print Transcript', 'View Competencies', 'View Certificates', 'View Credits', and 'View Enrollments'. The 'Print Transcript' button is highlighted with a red box.

- Click the course or lesson name from within the Course Enrollments section to drill down into more detail about the learner’s progress with this specific course. Updates may be made to the transcript if needed.

Course Name	Status	Credits	Score	Enrollment Date	Completion Date	Time Spent
Asurint Overview	Not Started			2022-08-24 11:48 AM		0d 0h 0m 0s
Avionté+	Not Started			2022-08-24 11:48 AM		0d 0h 0m 0s
Avionté+ Workflow Sessions CONNECT 2021	Not Started			2022-08-25 05:21 PM		0d 0h 0m 0s
AviontéBOLD 1: Introduction to the Solution	Not Started			2022-06-22 11:30 AM		0d 0h 0m 0s
AviontéBOLD 2: Managing Companies and Contacts	In Progress			2022-06-22 11:30 AM		0d 0h 29m 7s
AviontéBOLD 3: Job and Job Postings	Not Started			2022-06-22 11:30 AM		0d 0h 0m 0s
AviontéBOLD 4: Talent Management	Not Started			2022-06-22 11:30 AM		0d 0h 0m 0s
AviontéBOLD 5: Candidate Management	Not Started			2022-06-22 11:30 AM		0d 0h 0m 0s
AviontéBOLD Administrator Course	Not Started			2022-08-24 11:48 AM		0d 0h 0m 0s
Background Integration Project Update 2021	Not Started			2022-08-25 05:21 PM		0d 0h 0m 0s
CHANGE Pay Card Overview	Not Started			2022-08-24 11:48 AM		0d 0h 0m 0s
Choice Screening on Classic Session	Not Started			2022-08-24 11:48 AM		0d 0h 0m 0s

- If a lesson status needs to be modified, scroll to that lesson within the course and click the Edit icon. Save any changes you have made.

Lesson Activity

Managing Companies ✓

1 Third Party: **Managing Companies** Attempts: 1 Score: N/A Complete [Edit] [Refresh]

Managing Contacts ✓

1 Third Party: **Managing Contacts** Attempts: 2 Score: N/A Complete [Edit] [Refresh]

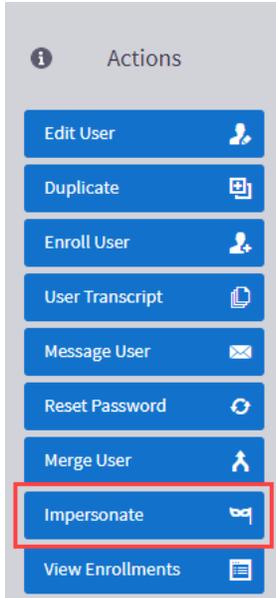
Final Assessment ✓

1 Third Party: **Managing Companies and Contacts Final Assessment** Attempts: 0 Score: N/A Not Started [Edit] [Refresh]

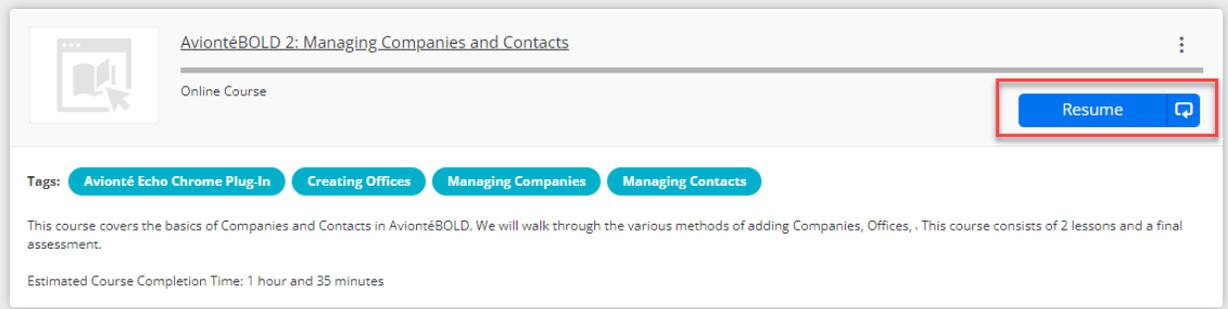
Impersonate

To troubleshoot course, you can impersonate a user to see where they are having issues. You can look at the main menu to make sure all sections are marked with a pink check mark.

- Click on the Impersonate button on the right-hand side menu.



2. Navigate to the course the user is having issues with and click the Resume button.



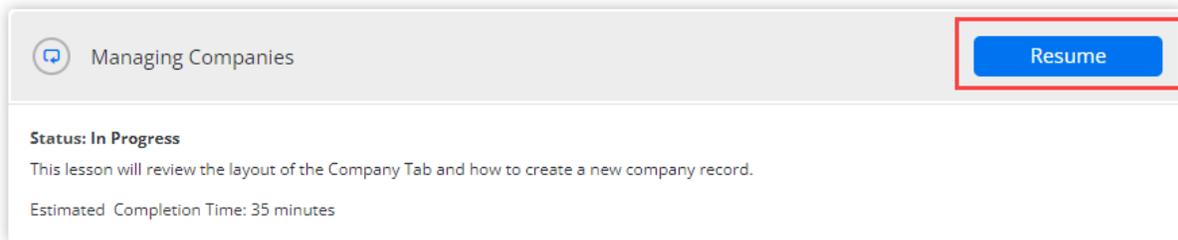
3. Next Click on the Resume button on the lesson.

Course Content



Managing Companies

1 Lesson(s)



4. When the course loads, click resume once more and it will open the course.
5. At the top left of the screen, you will see 3 horizontal lines. Click on it to open the player menu.
6. Click on Main Menu.

7. For the course to be marked complete, the user must complete it entirely. All videos, audio, and exercises must be completed for the section to be marked complete with a pink check mark. Once all lessons have a pink check mark, the user will be able to select Click to Finish and exit the course.

