

Customer / Partner training guide

This TalentLMS guide is designed to assist Administrators in delivering training effectively to a wide variety of audiences, such as your partners or customers. Here, you'll find instructions on how to customize your portal, create courses, add users, and assign them to different groups or branches.

TalentLMS makes it easy for you to train your customers or partners online. Set up your account, create your courses, and organize users depending on your needs to offer custom training to specific customers or partners.

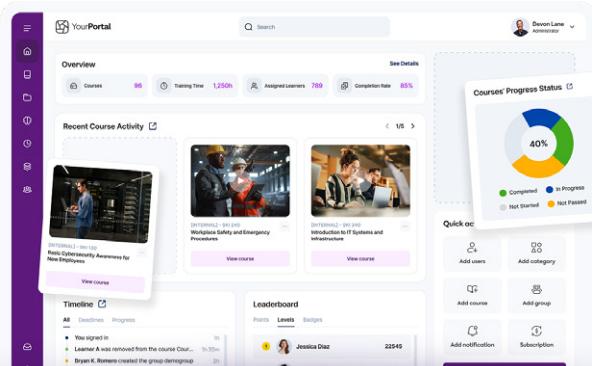


Customize your account

Customizing TalentLMS allows you to create a **branded** and **personalized** learning experience that aligns with your target audience's preferences. Customizing your training portal is about more than just changing its colors. It's about adjusting the look and feel of your portal so that it matches your brand and identity.

For a step-by-step guide, follow this [article](#), or watch this [webinar](#).

It's recommended that you start customizing your portal by updating its logo and favicon by going to Account & Settings.



Your logo is the first thing that people will remember about your company. It's located on the top left corner of your portal. It also acts as a Home button for your users, regardless of their user type.

The favicon is the little icon that appears on the browser tab.

In the Locale section, you can customize the default language, time zone, as well as the date format of your portal.

The changes you make here will also become the **default settings** for any user added to the portal.

Users can [change their own language](#) and time zone by hovering their mouse over their profile and clicking [my info](#).

Next, visit the Users tab and choose the Sign up method for your training portal:

DIRECT

This will allow anyone with the link to your training portal to set up a user account by using the [Sign up button](#).

MANUALLY (FROM ADMIN)

This will remove the Sign up button from the training portal. Only Administrators will be able to create new users on the portal.

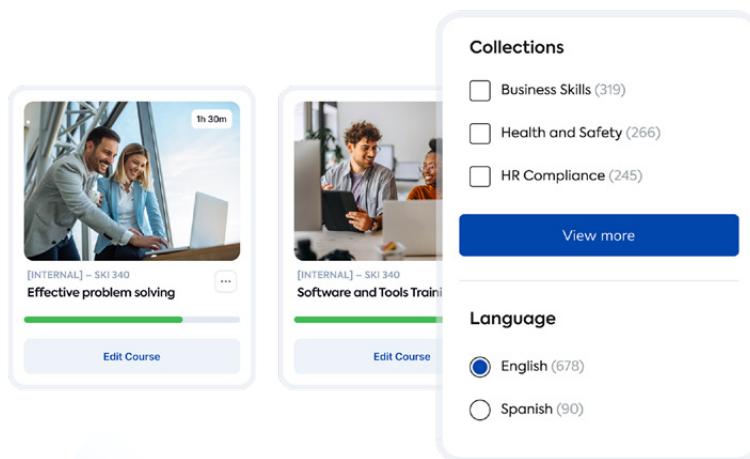
Before leaving the page take a moment to spot the [Default Group](#) feature which allows you to assign a core set of courses to all newly registered users automatically.

A training portal should reflect an organization's look, so that your Learners feel right at home when they engage in your courses. You can achieve this by updating your [Themes](#) and [Homepage](#).

PRO TIP: Create content and choose an organizational structure for your portal before you start bringing users in.

Create courses:

The next recommended step is to create your future [course library](#).



The screenshot shows the TalentLMS course library. On the left, there are two course cards: '[INTERNAL] – SKI 340 Effective problem solving' and '[INTERNAL] – SKI 340 Software and Tools Traini'. On the right, there are filter options: 'Collections' (Business Skills 319, Health and Safety 266, HR Compliance 245, View more), 'Language' (English 678, Spanish 90), and 'Edit Course' buttons for each card.

Consider adding [tests](#) and/or [assignments](#) between units in order to: →

Selecting when a unit is considered successfully completed:

- **Simple checkbox:** a user will be able to click the button to complete and continue
- **Question:** your user has to correctly answer the question to complete the unit
- **After a period of time:** your Learner will need to wait X seconds for the unit to be automatically completed

Selecting the order in which the units should be completed

- **In any order**
- **In a sequential order**

Selecting the overall rule for reaching course completion

- **All units are completed**
- **A percentage of units is completed**
- **Selected units are completed**
- **Selected test is passed**

1. Assess knowledge and understanding
2. Reinforce the learning process
3. Foster higher training engagement
4. Provide your Learners with feedback
5. Build your Learners' confidence
6. Monitor and analyze progress

PRO TIP: When adding content, you can determine how Learners will behave in the course by:

You can build out a [learning path](#) that consists of multiple courses that should be completed by Learners in a specific order of your choosing.

Make it a **habit** to test your courses as an Instructor before you publish them. When completing a course as Instructor, your records will **not** show up in user reports.

Branch and groups scenarios

Now it's time to decide on the structure for your portal. The decision to use branches or groups in TalentLMS depends on how you want to separate and organize different customers/ partners and their training on the portal.

Begin by considering the terms of your relationship with the partner or customer:

- Does your business collaborate with multiple external partners, suppliers, or resellers? If so, are you looking to provide specialized training to these partners, ensuring they have the necessary product knowledge, sales skills, or service standards, as well as training progress tracking and certifications per partner/supplier/reseller?
- How many customers/partners are you looking to provide training for?
- Will you offer the same training content to all customers/ partners or will the training path differ from customer to customer and partner to partner?
- Would you consider providing limited Administrator access to certain individuals on the customer's or partner's side or will you fully manage the training of your customers'/ partners' user base?
- Are you planning to offer paid or free access to courses to your customers or partners? Do you have any plans to offer free access to courses to some customers/partners but not others?

When would you need **Branches**?

When you want to:

- choose a different login or sign up method per department/location
- restrict users from accessing information unrelated to their department/location by training separate groups of learner in their own learning environments
- offer different customization options (logos, colors language, etc.) for different departments/locations
- separate course catalogs per department/location
- allow certain Administrators to access reports of specific department/location only

If you don't need any of the above, use [Groups](#) instead to separate your training audiences.

When can you use **Groups** instead?

When you want to:

- use the same login or sign up method for all users
- bring together large numbers of Learners who need to be assigned to a common set of courses
- allow Administrators to perform mass actions on a certain group of users (e.g. enroll a group of users in all courses that are part of the group)
- allow Administrators to access existing reports across all groups
- allow Administrators to filter existing reports or list of users by group

Branch and groups scenarios

The more complex the training you are looking to provide to your customers or partners, the more demanding the needs and requirements for a unique set up. Quite often, branches and groups can be combined to achieve exactly what you need. Let's see two examples:



My company, **Learnovia**, offers four connected products: **Learnovia Core**, **Learnovia Teams**, **Learnovia Go**, and **Learnovia People** and we provide product training to all new customers.

For Customer A, we create a dedicated branch and then set up groups within it based on the specific Learnovia Core courses their learners need.

For Customer B, we create a separate branch and create one or more groups to group together the courses on Learnovia Core that learners need to take.



My company trains our partner network on how to sell our products. All partners and their employees need to complete the same product training.

Each partner will be responsible for managing their employees' training. In this case, we can create a branch for each Partner and use one default group on the main site with the product training courses that all partners and their employees need to take.

This way, individual customer's Learners will be able to see specific courses on the course catalog, but they can be assigned extra training that is not available there, when you feel it's necessary.

Notifications and Automations

Under Events Engine you will find Notifications and Automations that can help everyone stay on top of training.

By using [Notifications](#), you can send automated emails to users so that they receive updates on activities happening on their training portal.

We've put together a few must-haves for you to create a robust notification system that your users can rely on to stay informed about the portal.

Select Recipient	Choose Event	Actual Behavior
Related user	On user create	Share the login details with the newly added users
Related user	On course assignment	Notify users they're assigned to new courses
Related user	X hours after course acquisition	Remind users to complete their courses
Instructor	On course completion	Notify Instructors when a course has been completed by a Learner
Instructor	On course failure	Notify Instructors when a course has been failed by a Learner
Instructor	On course self assign	Keep Instructors in the loop when users self-register to a course
Super Admin	On user create	Notify any member of the management of new users being added to the portal
Super Admin	X hours after user creation and the user has not signed in	Notify any member of the management there are still users that are not using the system, so they may want to reach out, remove, or delete them

Notifications and Automations

By using [Automations](#), you can set up actions that the system will perform once specific criteria have been met. Most automations are designed to assign courses when another one has been assigned or completed. Explore the available options and choose the automations that best suit your training needs.

Automations allow you to:

- streamline your training process
- enhance user engagement
- improve administrative efficiency

Currently, Automations are available on **Premium** and **Enterprise** plans. If you need to [upgrade](#), you can find more details about our pricing [here](#).



Add users

Your portal is almost ready to accept users. You can add users one by one, or choose to [import users](#) to the respective groups or branches with an Excel file to save time.



Reports

Regardless of your training type, reporting is one of the most essential tools for a successful training program.

There are [many different types of reports](#) you could use to review, like User or Course reports.

Any report that can be downloaded can also be [scheduled](#) to be sent to specific recipients automatically.

You also have the ability to create [Custom reports](#) (available on **Premium** and **Enterprise** plans). By combining **Rules** and selecting your **Output**, you will get a report tailored to your needs.

Mass actions in Custom reports: This feature allows you to perform an **action** on all the users included in the report. You can save time by sending a message to all users that meet specific requirements, activate/deactivate users, add them to courses, and more.

PRO TIP: Create custom reports and schedule them to be sent to any email, even to users that are not enrolled in your portal. This will give you control over who has access to your site and data.

Thank you

