

# ONLINE CUSTOMER TRAINING ADMINISTRATION GUIDE

## A BEST PRACTICE GUIDE



BTWHOLESALE

DATE: 09/12/2013

**BT** wholesale

## CONTENTS

		Page
<b>1</b>	<b>INTRODUCTION</b>	<b>3</b>
1.1	What does the training offer?	3
1.2	Training Administrator's role and responsibilities	3
<b>2</b>	<b>Hints and Tips</b>	<b>4</b>
2.1	Create new company profile	4
2.2	Setting up an administrator account	4
2.3	Adding, Deleting or Editing Users	5
2.3.1	Adding Users	5
2.3.2	Deleting Users	6
2.3.3	Editing Users	7
2.3.4	User Tracking	8
<b>3</b>	<b>Help and Support</b>	<b>9</b>
<b>4</b>	<b>Frequently Asked Questions</b>	<b>10</b>
<b>5</b>	<b>DOCUMENT HISTORY</b>	<b>12</b>

# 1 Introduction

## 1.1 What does the training offer?

The online customer training system gives Service Providers access to a series of interactive product e-learning courses. Knowledge gained from these courses will help Service Providers to deal confidently and effectively with customer queries and ultimately help reduce the volume of rejections.

Available all day every day, the courses are highly interactive, graphical and easy to run. It is the learner's choice to complete a whole package, a single course or dip into part of a course via the menu function for quick reference.

## 1.2 Training Administrator's role and responsibilities

The training administrator is the person who co-ordinates all training requirements for people within their organisation. The training administrator is responsible for ensuring passwords are kept secure. Training administrators liaise closely with BT to ensure that the BT Wholesale e-learning courses are available for completion by their people. They have access to view course completions and exam results for each user in their organisation.

Please note that the following links is located at the bottom left hand side of the screen on the LMS homepage.

- FAQs
- Contact
- Privacy Policy

Courses are accessed via BT Wholesale.com or [www.btwholesale.com/customertraining](http://www.btwholesale.com/customertraining).

**This information is provided for training purposes only and is subject to change by BT.**

# 2 Hints and Tips

The following section will guide you through some of the administrative responsibilities and processes that you will own as the training administrator for your organisation.

## 2.1 Create new company profile

To create a new company profile on the Learning Management System, please email [product.marketing@bt.com](mailto:product.marketing@bt.com) and include the following:

- Company name
- Administrator's name
- Administrator's email address
- Administrator's telephone number
- Users details (name and email address)

BT Wholesale will then send via email the URL, User Name and Password to the requestor.

Please note that the Administrator can set up new users to access the LMS eLearning training material once their User Name and Password has been received.

## 2.2 Setting up an administrator account

As your company's training representative you should first contact your Account Manager at to request administrator access to the training.

If you do not have a nominated Account Manager please e-mail [product.marketing@bt.com](mailto:product.marketing@bt.com). The Account Manager or a member of the BT Wholesale training team will arrange for your account to be set up and will then provide you with your administrator details and introduce you to the features of the system. It is possible to set up more than one administrator account for a company.

It is recommended that you use the administrator password for administration only. The training administrator is responsible for ensuring passwords are kept secure. If you need to undertake the training yourself you can set up a user account. This will enable you to transfer administrative responsibility to others in your organisation and keep your own personal training records separate.

# Online Training Administrator Guide

## 2.3 Adding, deleting or editing users

This section covers creating, editing and deleting company profile and users.

### 2.3.1 Adding users

You can set up new users easily by logging in with the administrator password provided to you by your Account Manager or the BT Wholesale training team. There is no limit to the number of users you wish to place on the system.

This will then create a New User account and this User will be able to login to the BT Academy with the details you have entered and start their Learning.

- Log in using the administrator password
- Select 'Admin' from the homepage
- Select 'Add new user'
- Populate all the relevant fields for the user.
- Once all fields have been populated, select 'Save Data'

**VIEW TEAM**

To 'Add a New User' enter their details into the form below and then select the 'Save Data' button.

This will then create a New User account and this User will be able to login to the BT Academy with the details you have entered and start their Learning.

Welcome - An Other

Organisation: BT Vodafone Service Team

Join Date: 22/12/08

Add new user

Request completed successfully.

\*Login name: Mr BT

\*First Name: BT

\*Last Name: Wholesale

\*Email Address: s@bt.com

\*Department: BTW Product TRaining

\*Password: \*\*\*\*\*

Return to user list

Save Data

The Email Users Details check box will trigger an email to be sent to the learner's email account with their username and password. This is selected as a default.

Please note if you require Administration access, please refer to section 2.2 Setting up an administrator account.

## 2.3.2 Deleting users

You may choose to delete a user at any time. Please note that this will deactivate the user and they will not be able to access the training system.

- Log in using the administrator password
- Select 'Admin' from the homepage
- Scroll to bottom of page and populate search criteria to search for user
- Click 'Search'
- Click 'Delete' against user's name

The screenshot shows the 'Admin' page of the BT Wholesale Academy. The page has a green header with the 'academy' logo and 'BT wholesale' text. A navigation menu includes 'Home', 'My Academy', 'Learning Chapters', 'Events Diary', 'Overview', 'News', and 'Admin'. Below the menu, it says 'You are here: Admin' and 'VIEW TEAM'. A description states: 'The Admin page allows you to view the Training Records of users that you are assigned to. You can add a New User or search for an existing user.' There is a 'Welcome - An Other' section with details: 'Organisation: BT Vodafone Service Team' and 'Join Date: 22/12/08'. An 'Add new user' button is present. A search section prompts: 'To search for a User within your Company, please enter their name into the Search Box below and click on the 'Search' button'. A search box contains 'another' and a 'Search' button. A 'Manage users' section contains a table with columns 'Name', 'Group', and 'Last Login'. The table has one row: 'An Other', '...', and '22 Jan 2009'. Action buttons 'Learning Record', 'Edit', and 'Delete' are shown for this user.

Name	Group	Last Login	
An Other		22 Jan 2009	<a href="#">Learning Record</a> <a href="#">Edit</a> <a href="#">Delete</a>

- A pop up window will advise that the deletion has been successful

## 2.3.3 Editing users

You can edit the names without interruption to your users. This will apply to all users.

- Log in using the administrator password
- Select 'Admin' from the homepage
- Scroll to bottom of page and populate search criteria to search for user
- Click 'Search'
- Click 'Edit' against user's name
- Populate the relevant fields to edit user (E.g. email address, password, or name)

The screenshot shows the BT Academy Admin interface. At the top, there is a green header with the 'academy' logo and 'BT wholesale' text. Below the header is a navigation menu with options: Home, My Academy, Learning Chapters, Events Diary, Overview, News, and Admin (highlighted). The main content area is titled 'VIEW TEAM' and includes instructions on how to add a new user. Below this, there is a 'Welcome - An Other' section with user details: Organisation: BT Vodafone Service Team, Join Date: 22/12/08, and an 'Add new user' button. The 'Edit users' section contains a form with the following fields: \*Login name (ANOTHER), \*First Name (An), \*Last Name (Other), \*Email Address (another@bt.com), \*Department (P), and \*Password (masked with dots). At the bottom of the form are two buttons: 'Return to user list' and 'Save Data'.

- A pop up window will advise that the edit has been successful

## 2.4 User Tracking

You can individually track the progress of each user under your company profile. Once you have searched against user, you will have visibility of the following :


- Log in using the administrator password
- Select 'Admin' from the homepage
- Scroll to bottom of page and populate search criteria to search for user
- Click 'Search'
- Click 'Learning Record' against user's name
- Training activities undertaken by that user, together with results will be displayed as shown in the screen shot below.

Home My Learning Learning Chapters Events Diary Overview News **Admin**

You are here: Admin >> Learning Record


## LEARNING RECORD

The Academy is the place to go for all your development needs. My Academy learning is the place where you can see the learning that you have completed, the learning you have yet to complete and any face to face events you may be booked on



**Jon** **Completed Learning Record (2)** What netcentricity learning this user have completed? ^

Completed	Score	Topic	Status	Attempts	Action	Type
19th Mar 2009	0%	BT eCo Repair	Failed	4	Clear	eLearning
17th Mar 2009	0%	BT Wholesale Calls	Failed	2	Clear	eLearning

 Indicates that the item has been viewed, it does not confirm completion.



### **3 Help and Support**

Please contact your BT Account Manager or if you do not have a BT Account Manager you should e-mail [product.marketing@bt.com](mailto:product.marketing@bt.com).

## 4 Frequently Asked Questions

### Q1. I have deleted a user erroneously, how do I go about setting the users up again?

The user will still exist in the database but will have been made inactive. To reactivate your user accounts please contact [product.marketing@bt.com](mailto:product.marketing@bt.com) or your Account Manager detailing which company and user is affected. You will be contacted as soon as the users are reactivated. You could also use the 'Feedback' function on the 'Home Page' of the LMS to submit feedback and enquires.

### Q2. What is the recommended PC specification needed to run the training packages? Please refer to the table below for the minimum PC specifications.

Recommended PC specification	Minimum PC specification:
Windows 98SE/2000/XP	Windows 98SE/2000/XP/Vista
Pentium III 900 Mhz processor	Pentium II 400 Mhz processor
32Mb Graphics card capable of 32 bit colour	16Mb Graphics card capable of 32 bit colour
64Mb RAM	32Mb RAM
Flash 6.0 player *	Flash 6.0 player *
Internet Explorer 6.0/7.0	Internet Explorer 5.0
Broadband or LAN – 256k	56k connection
Screen resolution of 1024 x 768	Screen resolution of 1024 x 768

\* To run the training packages users require the latest copy of Macromedia Flash. This can be downloaded from the following url.

[http://www.macromedia.com/shockwave/download/download.cgi?P1\\_Prod\\_Version=ShockwaveFlash](http://www.macromedia.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash)

### Q3. I have a new employee starting and want them to get access to the training. How do I set them up?

By following the guidelines in section 2 you can add learners to the training system and assign the relevant packages to them.

### Q4. I've never used the training system before but I want to access it and I also want my colleagues to be able to access it. What do I need to do?

Follow the guidelines in Section 2 of this document. Remember to create a separate user account for your own training records.

### Q5. How will I know if a new training package has been added?

If a new course is launched you will be advised in advance via a briefing in Between the Lines or The Loop. You will be informed of the location of the course and an overview of the

## Online Training Administrator Guide

content will help you to identify the audience for the course in your company. You can also keep up to date by checking the 'News' section on the LMS homepage.

### **Q6. Whenever I try to see a course glossary or follow any links I can't see the page. Why is this happening?**

If you have a pop-up blocker activated, it is advisable that you turn it off prior to starting your training session. You can turn it back on again once your session has ended. In Internet Explorer, the pop-up blocker can be turned on and off by selecting Tools and Pop-Up Blocker then making your selection.

### **Q7. The training course menu bar at the bottom of my screen is obscured by the windows toolbar. How can I solve this as I need to be able to see the training course navigation bar to run the course?**

If this happens, you need to adjust your Internet Explorer settings. This can be done in Internet Explorer by clicking Tools, then Options, then Security, and Custom Level.

Under 'Miscellaneous' there is an option to 'allow script initiated windows...' Clicking 'Enable' will allow you to see the full screen without it being obscured by the windows menu bar.

## 5 Document History

<b>Issue Number</b>	<b>Reason for update</b>	<b>Updated by</b>	<b>Date</b>	<b>Next Review Date</b>
Issue 1	First Issue	BT Wholesale	03/2006	
Issue 2	New LMS	BT Wholesale	03/2009	
Issue 2	Content reviewed. No changes required to document.	BT Wholesale	09/12/2013	09/12/2014