Enterprise Administrator's Manual

Enterprise Account Administrator

a product of telania

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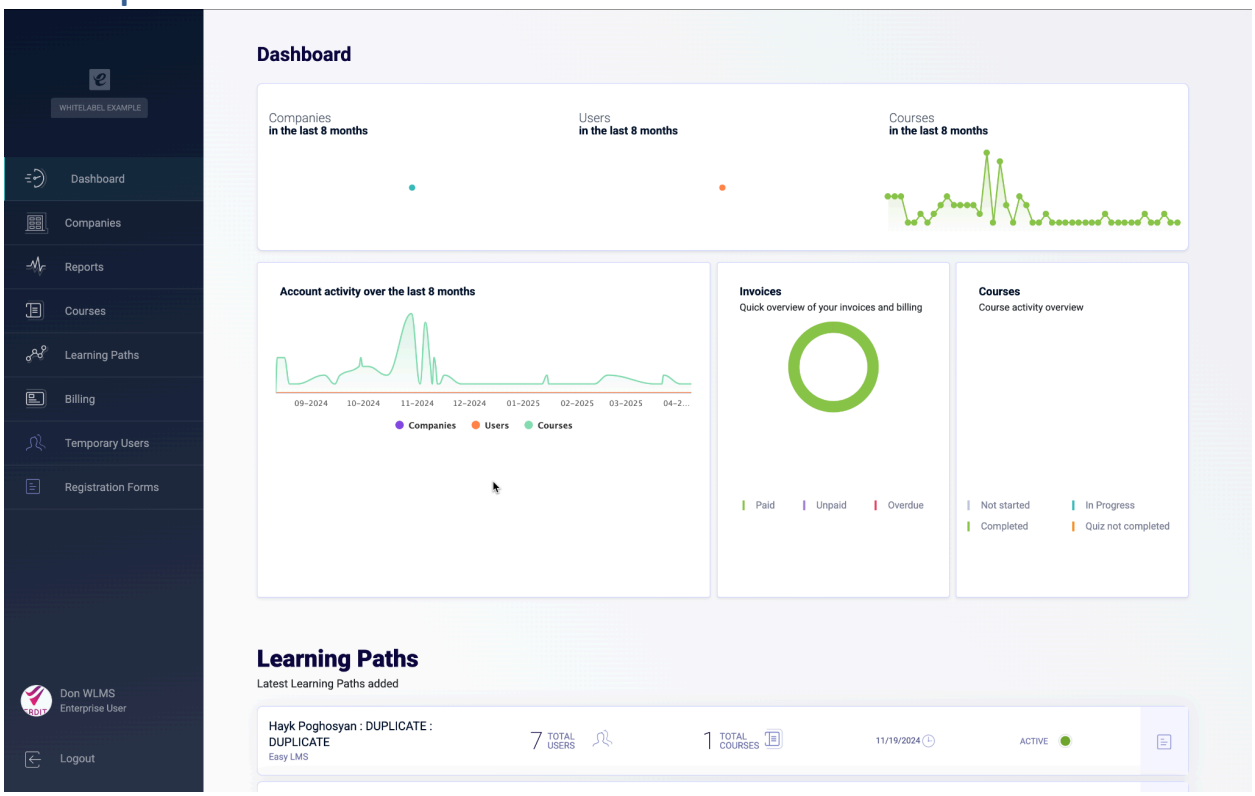
Overview

The eLeaP Enterprise Account System is designed for consultants, organizations, and administrators managing multiple LMS accounts. It enables quick setup, course and learning path sharing, centralized reporting, and simplified user and account management—all from a unified dashboard.

1. Enterprise Dashboard Overview



The Enterprise account is a special admin-level instance set up by eLeaP.

It provides tools to:

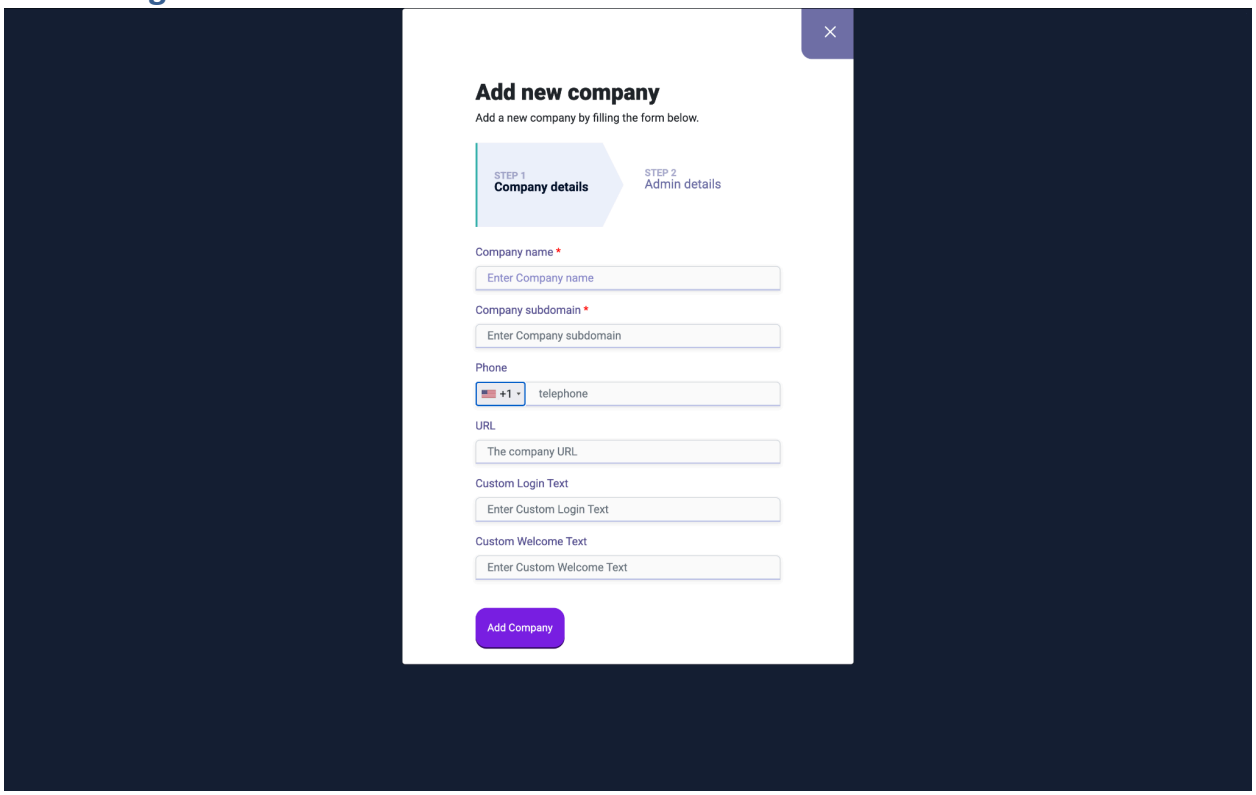
- Create and manage multiple LMS accounts.

- Share courses and learning paths between accounts.

- Monitor usage and activity centrally.

Use Case: Perfect for consultants managing clients or organizations with multiple divisions or locations.

2. Creating New LMS Accounts



Navigate to the Company sub-tab.

Steps:

1. Click "Add new company."

2. Enter:

- Company Name (auto-generates a subdomain, e.g., acme.eleapsoftware.com)

- Admin Name (e.g., "HR Manager")

- Admin Email (e.g., info@somehrmanager.com)

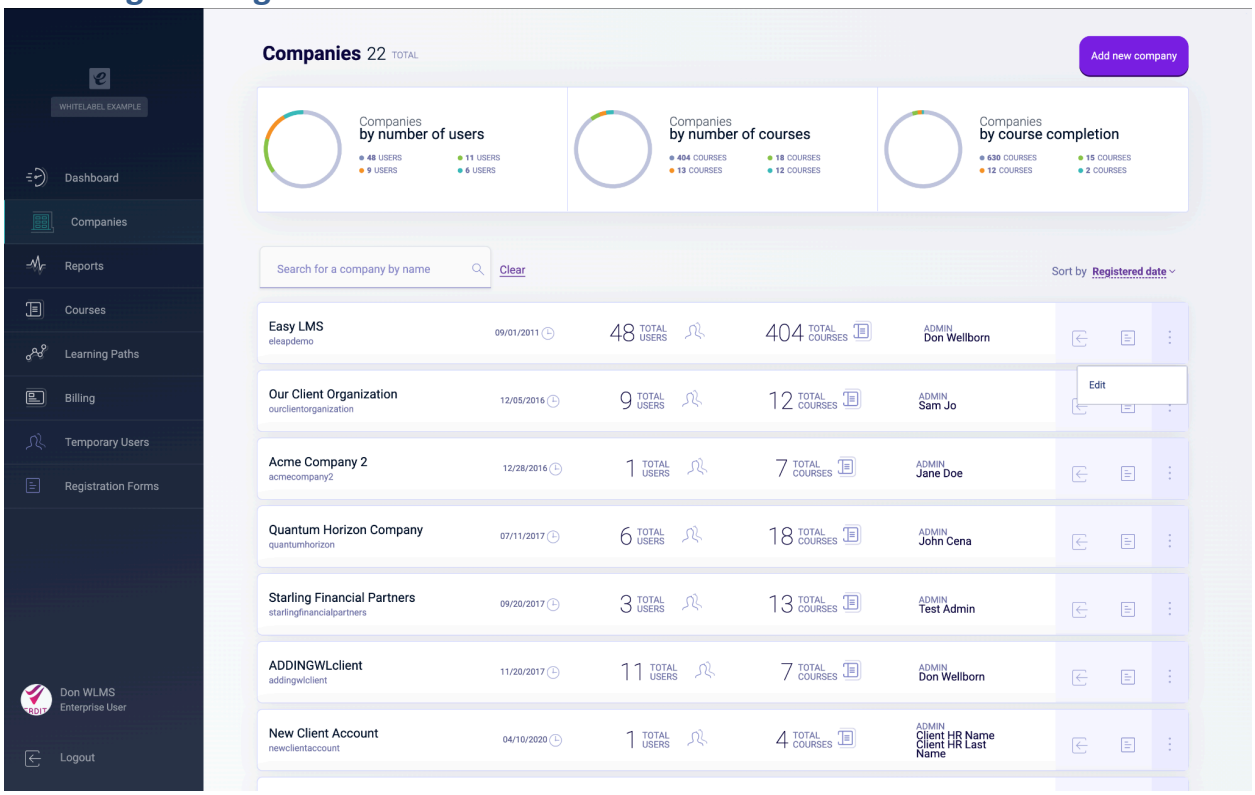
- Password (set manually)

3. Click Add Company.

4. Share the login email with the new admin.

Note: Subdomain and admin credentials must be communicated securely to ensure proper access.

3. Editing Existing LMS Accounts



To update account details:

Steps:

1. Go to the Companies page.

2. Click the three-dot menu beside the account.

3. Select Edit.

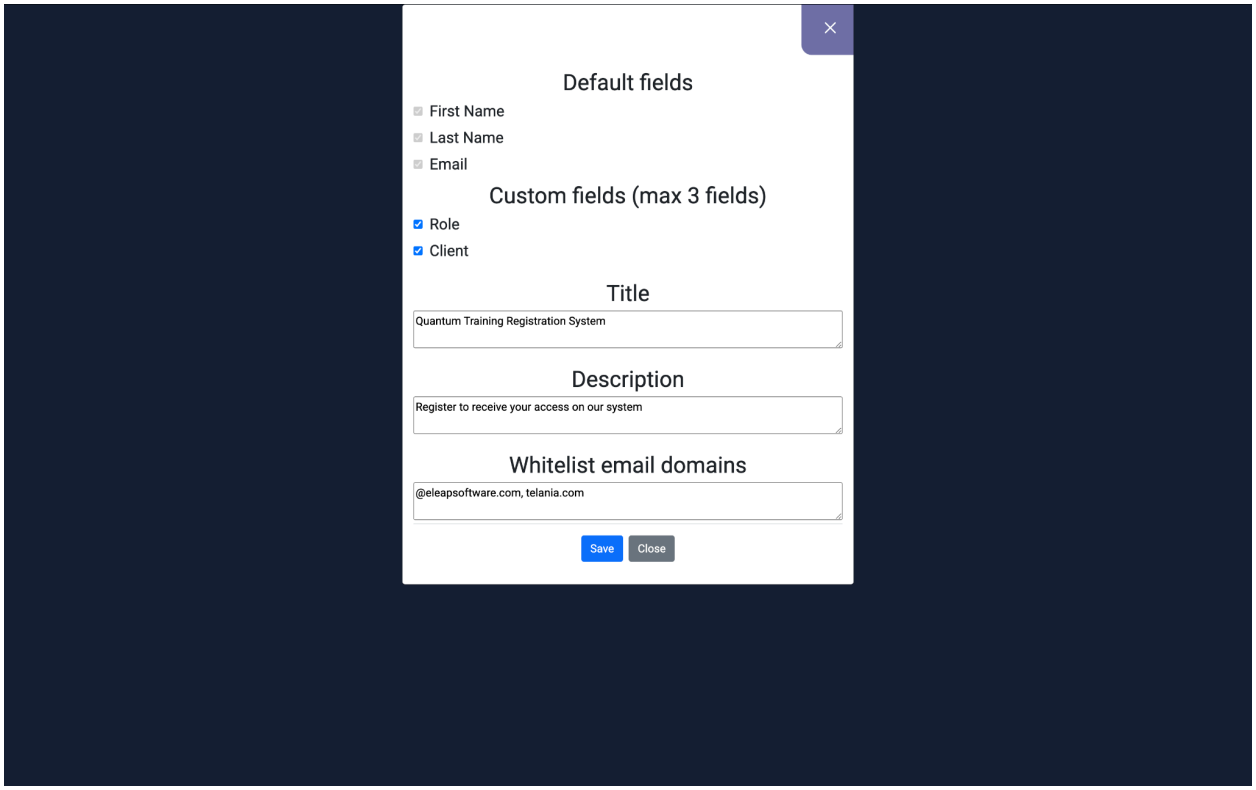
4. You may:

- Change the subdomain (notify users if changed)

- Update login or custom fields.

5. Changes take effect immediately.

4. Managing Registration Forms & Temporary Users



This allows user self-registration into specific accounts.

Setup:

- Navigate to Registration Form tab.

- Assign a form to a specific company.

- Customize:

  - Form title & description

  - Custom fields (e.g., Role, Client)

  - Email domain whitelist (e.g., only @eleapsoftware.com)

User Flow:

1. New user fills out the registration form.

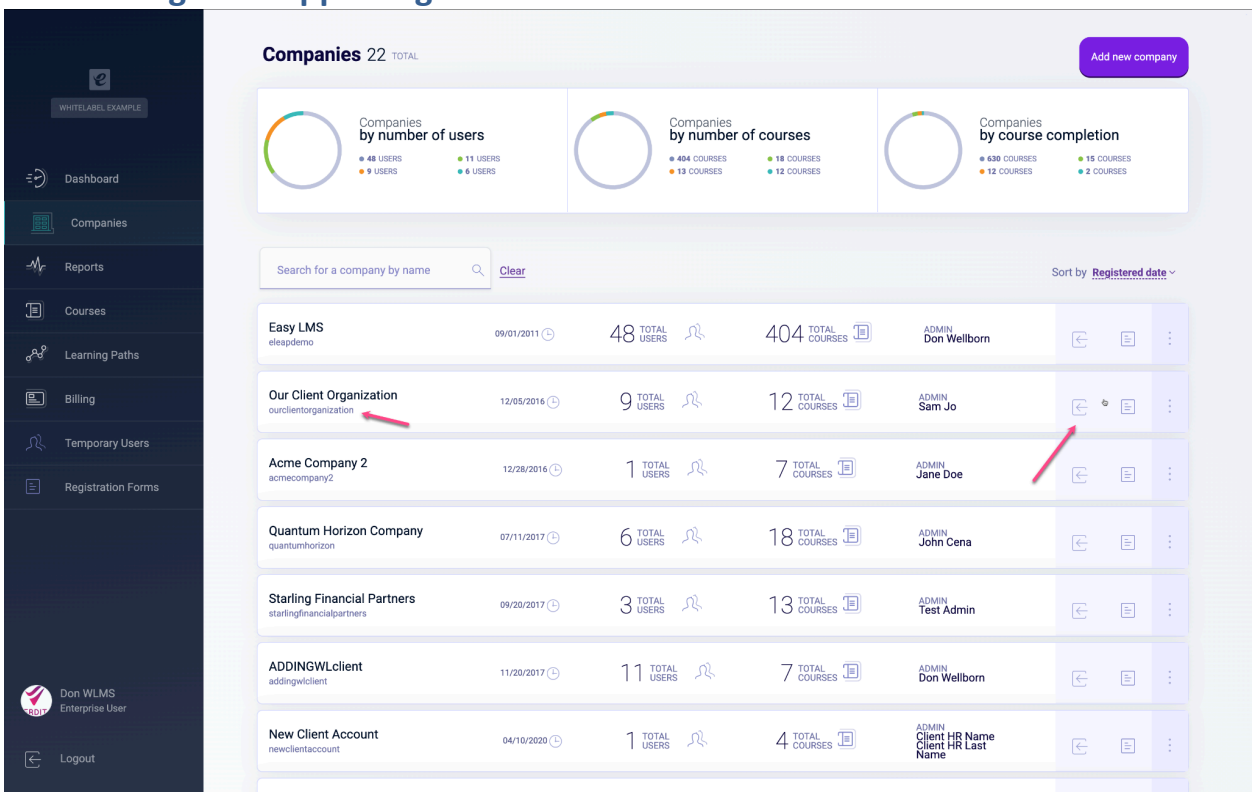
2. The system checks domain against the whitelist.

3. If valid, entry appears in Temporary Users tab.

4. Admin approves or denies the registration.

5. Approved users receive access confirmation.

5. Accessing and Supporting Client Accounts



If a user reports an issue:

Steps:

1. Locate and click on the user's company in the Companies list.

2. Go to the Users tab.

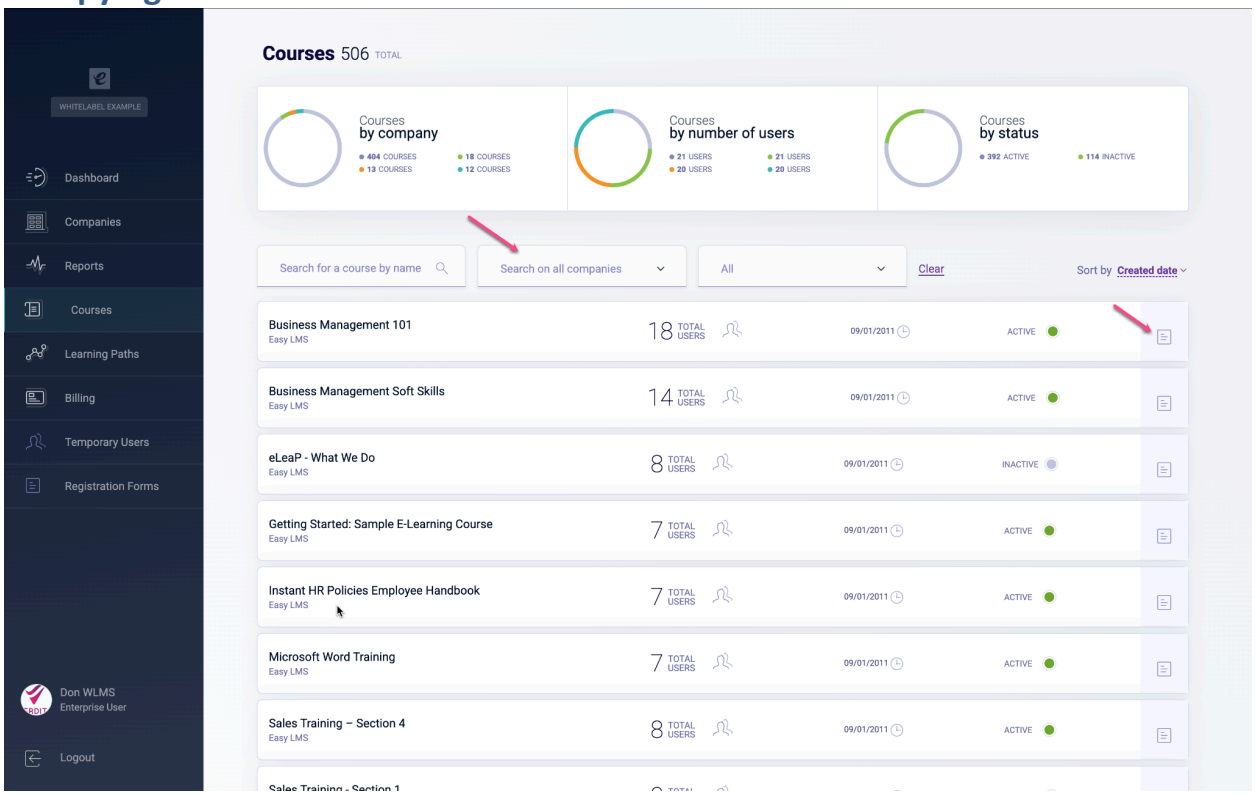
3. Search and select the user.

4. Use "Login As" to view the system from their perspective.

5. After troubleshooting, log out of the user session.

Use this for real-time troubleshooting and support.

6. Copying Courses Between Accounts



Steps:

1. Navigate to the Courses tab of the source company.

2. Click the course.

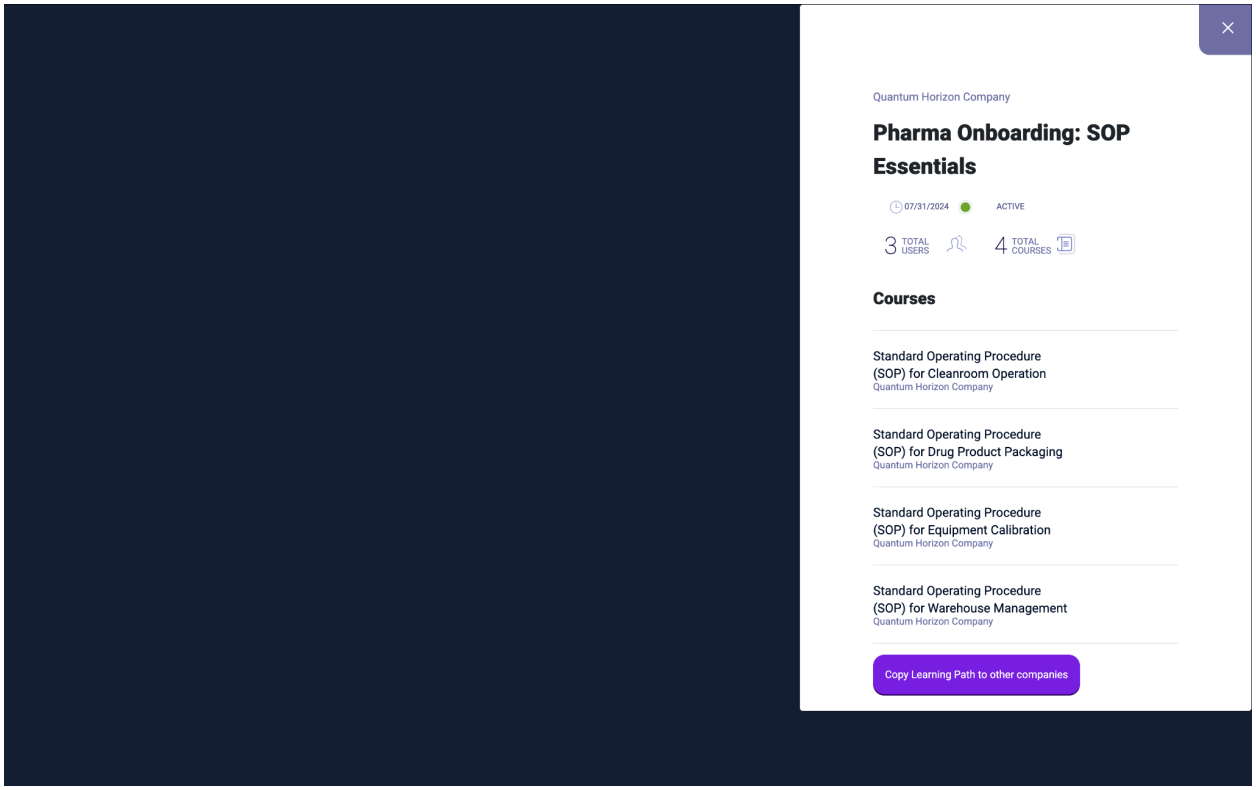
3. Choose Copy to Another Company.

4. Select the destination company.

5. Confirm the copy.

Courses retain their structure: videos, quizzes, glossary, etc.

7. Copying Learning Paths Between Accounts



Steps:

1. Open the Learning Paths tab in the source company.

2. Select a Learning Path.

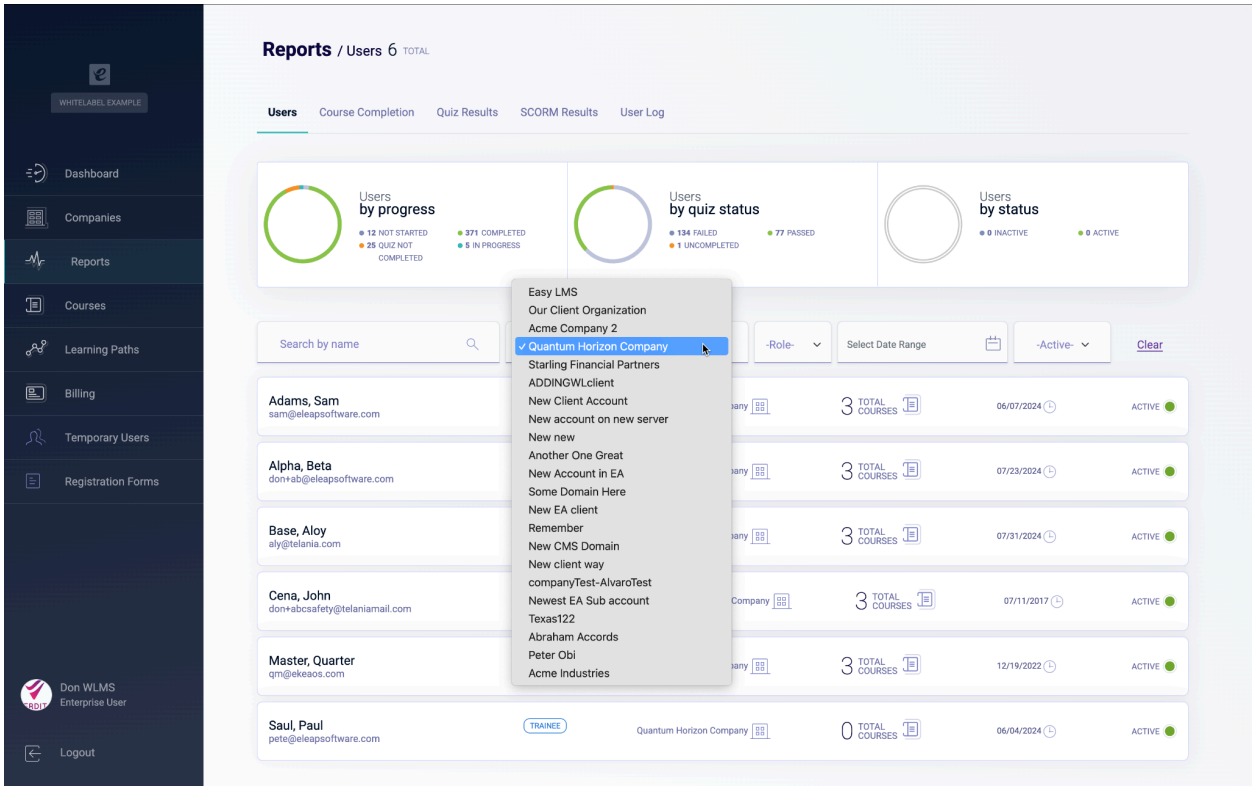
3. Click Copy.

4. Choose the destination company.

5. Confirm copy.

Useful for onboarding sequences, role-based training, or client-specific paths.

8. Reporting in the Enterprise Account



The Reports tab provides a centralized view of high-level data across accounts.

Sub-tabs include:

- Users – View user counts by company.

- Course Completion – Monitor learning progress.

- Quiz Results – Filter by company or date range.

- SCORM Results – Track SCORM course performance.

- User Log – Audit user additions/deletions for billing.

For in-depth reports, access individual LMS instances.

Need Help?

If you have questions about any features in the eLeaP Enterprise Account System, contact your support representative or email support@eleapsoftware.com.