



## **Supervisor's Manual**

## Table of Contents

<b>KEY UPDATES TO THIS NEW INTERFACE .....</b>	<b>1</b>
<b>ELEAP DOCUMENTATION .....</b>	<b>1</b>
<b>COURSE ACCESS AND TOOLS.....</b>	<b>3</b>
<b>ELEAP LOGIN AND ACCESSING LEARNING/TRAINING COURSES .....</b>	<b>3</b>
<b>YOUR LMS ACCOUNT HOME .....</b>	<b>4</b>
<b>Dashboard Sections.....</b>	<b>7</b>
Status & Notifications .....	7
Assigned Courses Quick Stats & Access .....	7
Assigned Courses Tiles .....	7
Assigned Training Paths .....	8
Events Calendar.....	8
<b>USER GROUPS YOU SUPERVISE.....</b>	<b>9</b>
<b>USER GROUPS ACTIVITY REPORTS.....</b>	<b>10</b>
<b>OBSERVATION CHECKLIST COURSES.....</b>	<b>12</b>
Observation Checklist Grading Types .....	12
<b>HOW TO PERFORM AN OBSERVATION CHECKLIST ASSESSMENT .....</b>	<b>13</b>
Supervisor performing assessments:.....	13
Selecting Additional Observation Checklist Courses: .....	17
<b>OBSERVATION CHECKLIST REPORTS .....</b>	<b>17</b>
Filtering Options .....	18
Stats .....	19
<b>COURSE DETAIL SCREEN .....</b>	<b>21</b>
Course Features: .....	23
Course Quiz .....	23
Feedback .....	24
Discuss.....	24
Glossary .....	25
FAQ.....	26

Resources .....	26
Notes .....	27
<b>TRAINING PATHS.....</b>	<b>29</b>
<b>QUIZ/ ASSESSMENT CENTER .....</b>	<b>31</b>
<b>FORUM/COMMUNICATION TOOLS.....</b>	<b>38</b>
<b>eLeaP™ Inbox &amp; Communication Center .....</b>	<b>41</b>
<b>Modifying Your Personal Profile .....</b>	<b>43</b>
Edit Profile .....	45
Changing Your Password.....	46
<b>MY ACTIVITY – DOWNLOAD YOUR TRANSCRIPTS .....</b>	<b>47</b>
<b>SUPPORT/HELP CENTER AND ELEAP™ KNOWLEDGE-BASE.....</b>	<b>53</b>



## KEY UPDATES TO THIS NEW INTERFACE

We have made many changes to the LMS interface for easier account management and a more intuitive user experience.

### Key Additions:

- Account **Dashboard** with quick summaries
- **Quick links** to get to the right courses efficiently
- Full mobile version
- **Easier account navigation** through natural links and buttons
- **Streamlined workflow interface** for efficiency and productivity
- **More Intuitive user interface** for improved user experience
- **'Auto Save'** enabled during quiz session.
- Clear **informational alerts/notices** to guide users and provide additional helpful information.
- Enabled **full vertical scroll** so that users can see full display of the Course content.
- Added **'Minimum read time'** clock for timed lessons – Advanced Settings
- **Smart Course Menu** – If Glossary, FAQ, Resources are not used, they don't appear in trainee's Course Menu.
- **Email message notification** sent to all Users or User Groups assigned to a Training Path when that **Training Path** has been **changed** (Courses added or removed from that Training Path).
- Added **[Click to Launch]** and **[Click to Relaunch]** buttons for all SCORM Courses. This way, users will easily know how to start their assigned SCORM Courses.
- **Upgraded eLeaP Media System** to enable easier video streaming on all major browsers.

## ELEAP DOCUMENTATION

This User Guide to the eLeaP™ LMS system is designed to make your transition and use of our system as easy and seamless as possible.

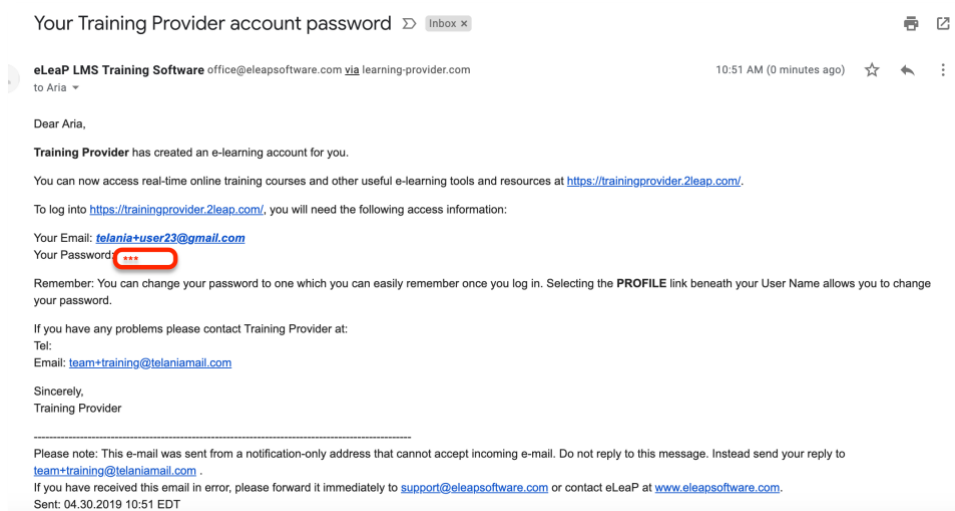
**This Supervisor User Guide is organized into seven (7) sections:**

- Your Supervised User Groups
- Course Access and Tools
- Training Paths
- Quiz/Assessment Center
- Discuss Course-Specific Forum/Communication Tool
- Productivity Tools – Portfolio Builder - “Notes”
- Your Profile
- Support/Help Center and eLeaP™ Knowledgebase

## COURSE ACCESS AND TOOLS

### ELEAP LOGIN AND ACCESSING LEARNING/TRAINING COURSES

To log into your eLeaP Learning & Training system, go to your special, secure website; i.e., <https://yourcompanyname.2leap.com>. You should have received this login information via email, as shown in the following illustration.

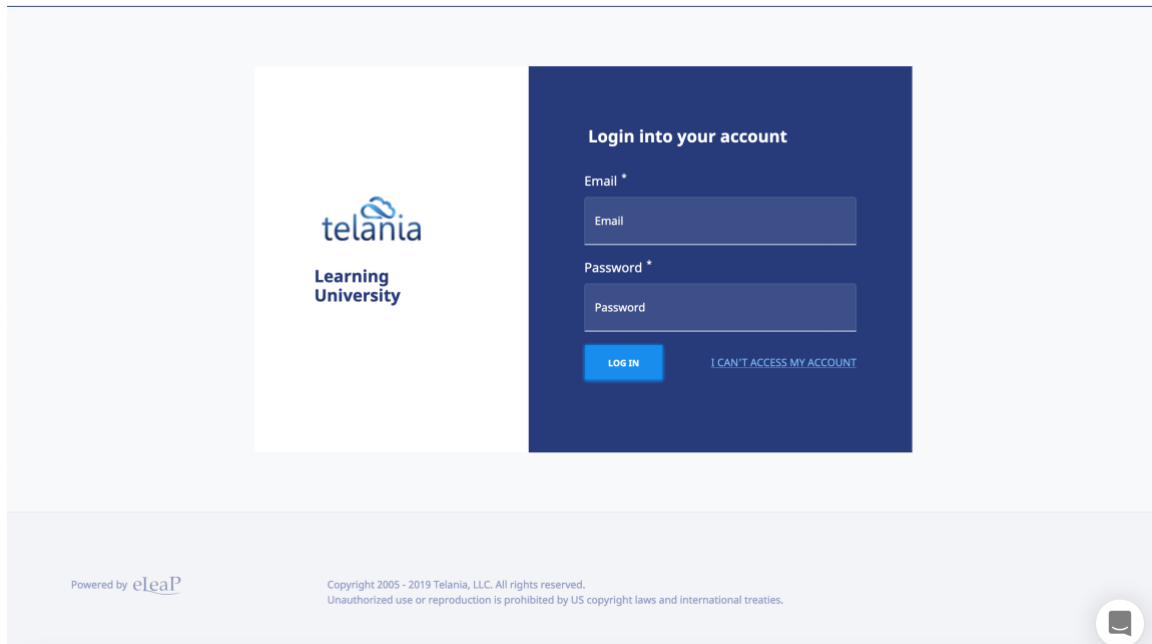


If not, please check your Bulk Mail folder (in your email program) or email [support@eleapsoftware.com](mailto:support@eleapsoftware.com).

Make sure you white list email coming from ELEAPSOFTWARE.COM.

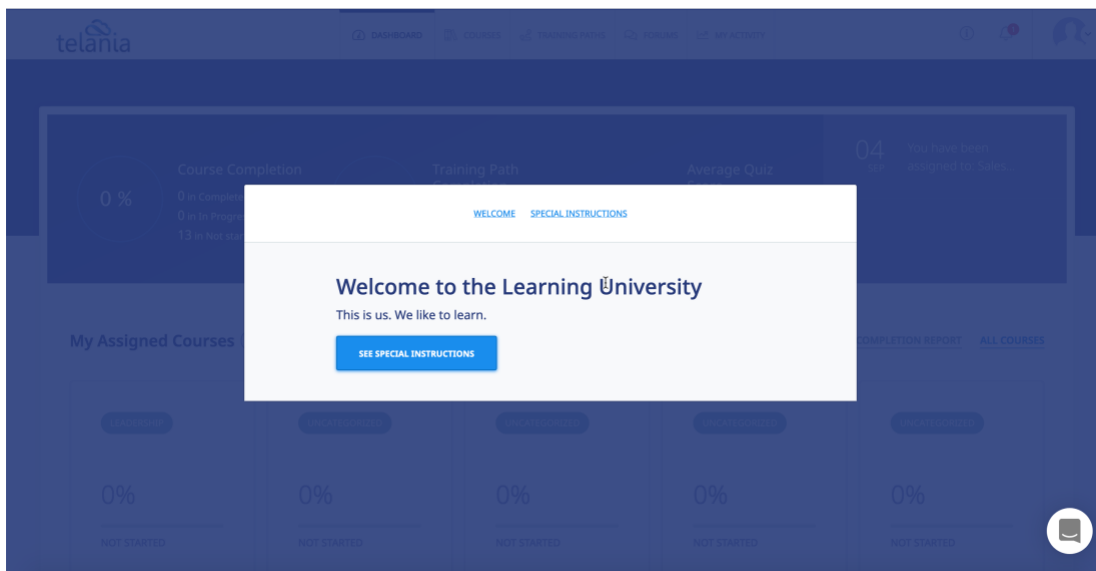
The **Login** dialog, illustrated below, is where you will enter the information contained above within the **Email** and **Password** fields, as shown in the following illustration.


You will need your **email address** (which is your eLeaP login username) and password. You should have received this information in our **Welcome** email message. If you have not received this information check your 'Bulk mail' folder or contact your company's training or HR department. It is very important that you white list email coming from **office@eleapsoftware.com**. This will help prevent any disruptions in communications you receive from eLeaP.



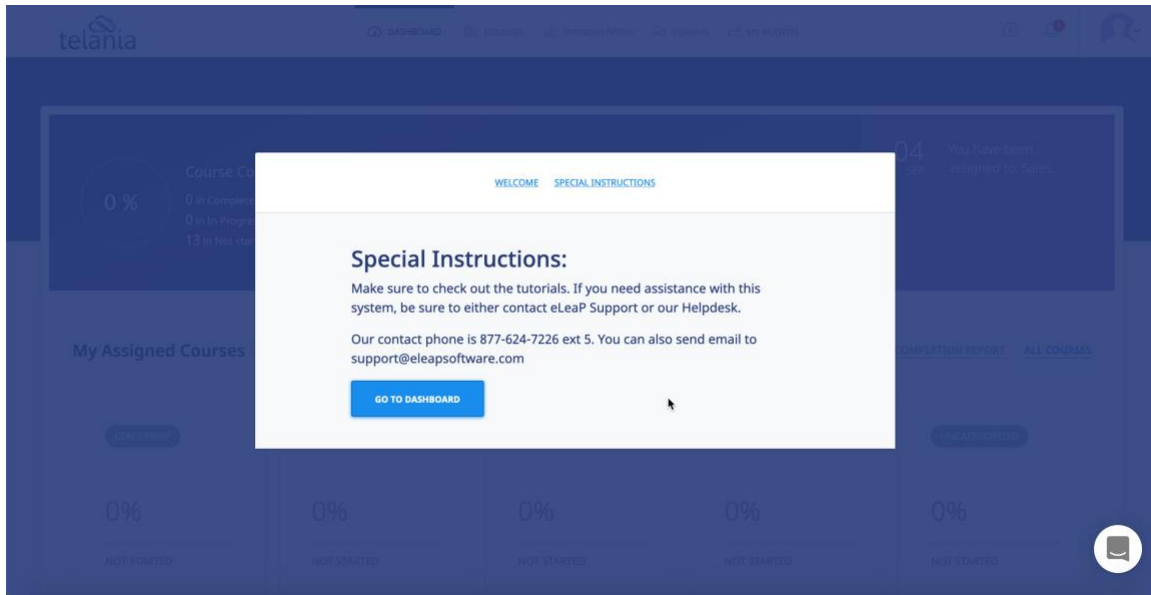
## YOUR LMS ACCOUNT HOME


Once you are logged into your Learning/Training system, you can be presented with a Welcome Message and Special Instructions.




If Special Instructions exist, click the  button to access the Special Instructions.








After carefully reading the Special Instructions, the  button to go to your account dashboard.

Note: You will not be able to close this “Special Instructions” page until you click the [See Special Instructions] button and scroll to the bottom of the page. There you will see the option to click to go to their account dashboard.



[DASHBOARD](#)
[COURSES](#)
[TRAINING PATHS](#)
[FORUMS](#)
[MY ACTIVITY](#)

0 %

**Course Completion**  
0 in Completed  
0 in In Progress  
13 in Not started

0 %

**Training Path Completion**  
0 in Completed  
0 in In Progress  
2 in Not started

0 %

**Average Quiz Score**  
0 % Correct Answers  
0 % Wrong Answers

04  
SEP

You have been assigned to: Sales...

**My Assigned Courses**
1 COURSES
13 NOT STARTED

[SEE COMPLETION REPORT](#)
[ALL COURSES](#)

LEADERSHIP

0%

NOT STARTED

Cook, George

Micro Learning - How to Engage : DUPLICATE

UNCATEGORIZED

0%

NOT STARTED

Cook, George

Powerpoint safety meeting v2 : DUPLICATE

UNCATEGORIZED

0%

NOT STARTED

Cook, George

Accident Investigation

UNCATEGORIZED

0%

NOT STARTED

Cook, George

New Hire Orientation Course - Welcome

UNCATEGORIZED

0%

NOT STARTED

Cook, George

Sales Pre-Training For New Hires

1 MONTH

**My Training Paths**
2 TRAINING PATHS

[ALL TRAINING PATHS](#)

My TP- sam@excelentsof... Elise, Samuel

3 COURSES
0%
NOT STARTED

Welcome to our company Cook, George

3 COURSES
0%
NOT STARTED

**Events Calendar**
0 EVENTS

[ALL EVENTS](#)

September 2019

MON	TUE	WED	THU	FRI	SAT	SUN
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

## Dashboard Sections

The Dashboard is actually 5 sections in one. The various dashboard sections are:

### Status & Notifications



The Status & Notifications area displays a visual summary of a user's activity in the system. Here, users can see Course Completion, Training Path Completion, and Average Quiz Score Summaries. Users also see latest notifications regarding account activity.

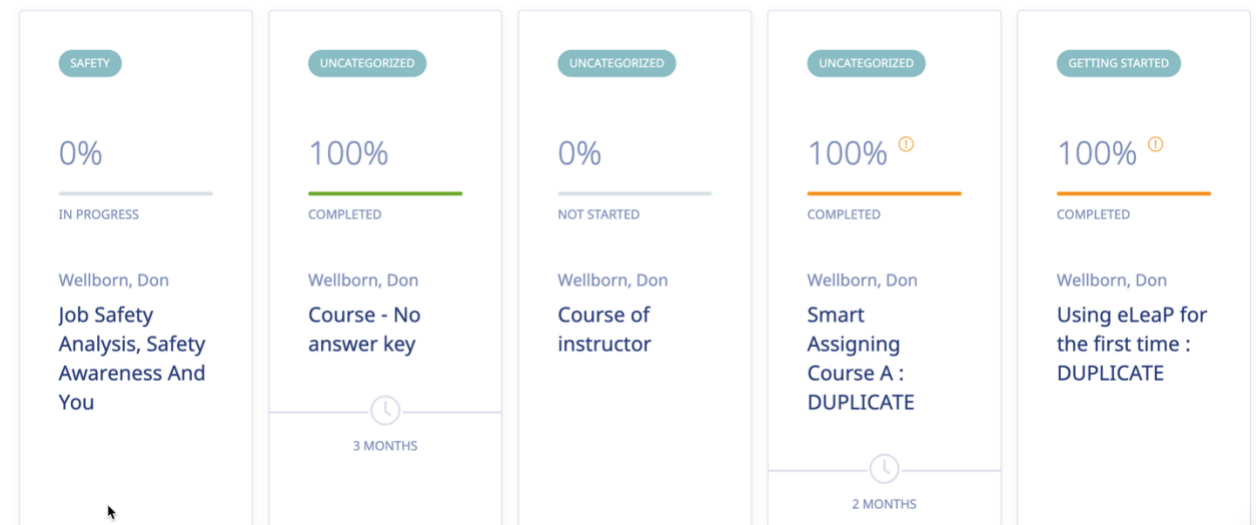
### Assigned Courses Quick Stats & Access



My Assigned Courses Quick Stats & Access enables users to see the current my assigned courses as well as quick access filters based on course status. For all example, users can click the various Quick Stats charts or links to go directly to a filtered assigned course list. If users are interested in courses that are In Progress, they simply click the **7 IN PROGRESS** to go to the list of assigned courses that are in progress.

Clicking on [SEE COMPLETION REPORT](#) downloads the user's completion report. To see all assigned courses, the user will click on [ALL COURSES](#).

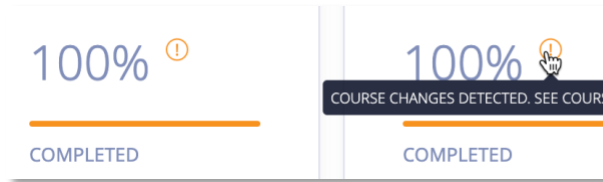
### Assigned Courses Tiles



The v5 of eLeaP introduces course tiles. Course tiles provide a more visual impact and course information to enable users to quickly access their assigned courses. Please note that the course


tiles will display the latest course assignments. The total number of titles is dependent on the screen size of the device used to access the system.

The course titles display important information including course status changes.



## Assigned Training Paths

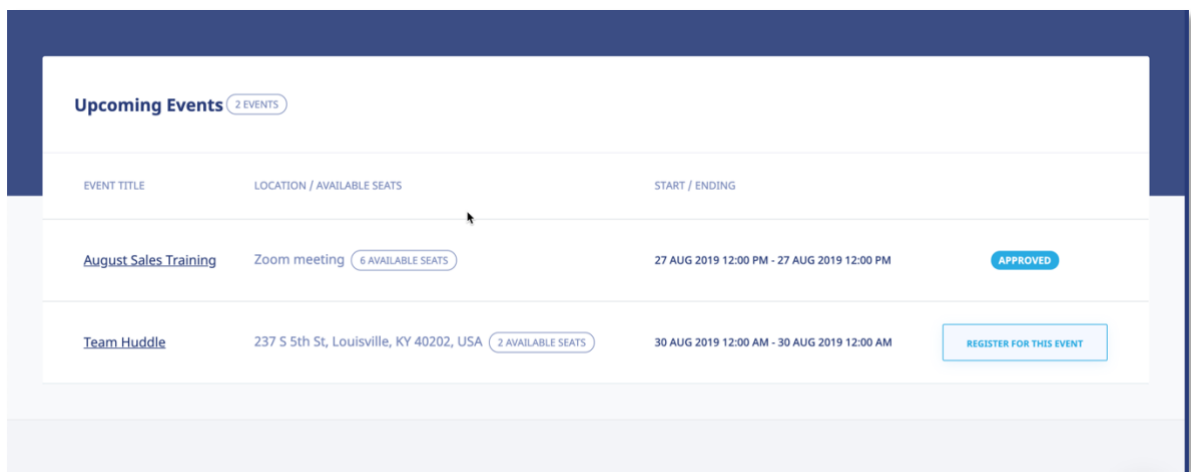


The assigned Training Path section has been revamped in v5. Users now see training path details, progress status as well as any detected new changes from previous completions. A clear **NEW CHANGES** indicator appears when course completion changes are detected within the previously completed training path. In addition to this, we have a new alert icon  to call attention to changes.

## Events Calendar

A new Events calendar section enables users to easily see enrolled events as well as up-coming events. Users will be able to self-enroll in non-private events. The calendar can be advanced. Users can click on [ALL EVENTS](#) to see all events they are enrolled in or assigned to.

If an event has a public registration option, users can visit the account registration page.



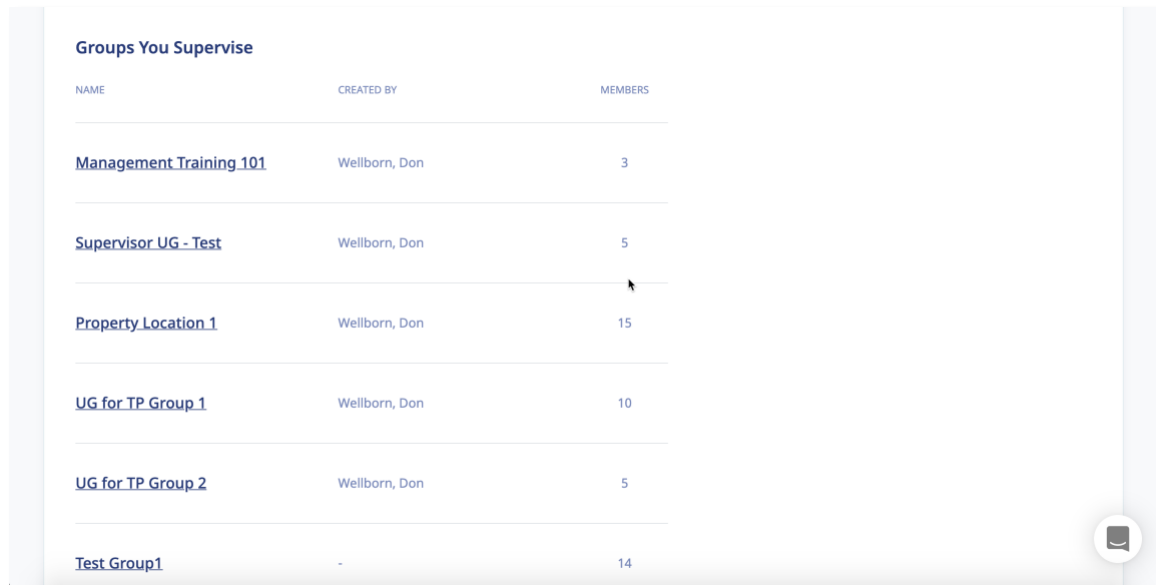
Upcoming Events <span>2 EVENTS</span>			
EVENT TITLE	LOCATION / AVAILABLE SEATS	START / ENDING	
<a href="#">August Sales Training</a>	Zoom meeting <span>6 AVAILABLE SEATS</span>	27 AUG 2019 12:00 PM - 27 AUG 2019 12:00 PM	<span>APPROVED</span>
<a href="#">Team Huddle</a>	237 S 5th St, Louisville, KY 40202, USA <span>2 AVAILABLE SEATS</span>	30 AUG 2019 12:00 AM - 30 AUG 2019 12:00 AM	<span>REGISTER FOR THIS EVENT</span>

To begin accessing your assigned training courses or training paths, click the name of the relevant course or training path.

## USER GROUPS YOU SUPERVISE

Supervisors are a new account level added to eLeaP to enable organizations provide management oversight for user groups and teams. When a Supervisor is created and associated with a User Group, they are able to access completion reports for members of that User Group.

To access the User Groups you manage or supervise, Supervisors will need to click on the [USER GROUPS] tab from their main top navigation area. The Supervisor can then click on any listed User Groups to view completion and tracking reports for members of that User Group.



NAME	CREATED BY	MEMBERS
<a href="#">Management Training 101</a>	Wellborn, Don	3
<a href="#">Supervisor UG - Test</a>	Wellborn, Don	5
<a href="#">Property Location 1</a>	Wellborn, Don	15
<a href="#">UG for TP Group 1</a>	Wellborn, Don	10
<a href="#">UG for TP Group 2</a>	Wellborn, Don	5
<a href="#">Test Group1</a>	-	14

## ***USER GROUPS ACTIVITY REPORTS***

Supervisors are able to download completion reports into Excel documents. They will also receive notifications via email when course deadlines for managed users and user groups are expiring or have expired.

Lastly, even though Supervisors are able to access completion and tracking reports for Users in User Groups they supervise, they are able to be assigned to training courses and Training Paths just like a regular Trainee-level user.



## Filtering Options

As a Supervisor, you can filter your completion or tracking reports using any or all of the following values:

- User – Search for any user by name to get access to only their completion history and information

- Custom Fields – Filter reports using specific Custom field data for more specific reporting
- Course – You can select a particular course or training module to get reports for only that particular course
- Progress – Sometimes you simply want to see reports for users in various levels of progress. For example those individuals who have not started the training or perhaps employees who have started but have not finished their training (In Progress) and of course individuals who have completed their training.
- Training Path – Trainings can be aggregated using the training path tool. This enables training courses to be packaged and assigned out as a unit. To see reports of courses assigned as part of a training, use the Training Path selector. Note that the User Group you supervise has to have been assigned to a Training Path for you to be able to select a Training Path report.
- Period of Time – You can use the [From] and [To] fields to block out a date range to filter your reports.

## **OBSERVATION CHECKLIST COURSES**

An Observation Checklist course is a type of course which allows Administrator and Supervisor level users to perform in-person assessments of learners in order to document skills and proficiency.

### **Observation Checklist Grading Types**

There are four (4) grading types for Observation Checklist statements:

1. **Binary (Yes or No):** The binary grading type is for when you simply need a yes or no assessment result for a statement, i.e. can the learner do this action or not?
2. **Star:** Star assessments are useful if you want to award an increasing level of proficiency for an assessment. This is simple and almost universally understood. The Star grading starts at 1 star to a maximum of 5 stars. Typically, the higher the number of stars, the higher the value of the assessment.
3. **Scale:** The scale grading type is like the Star grading type except you now have specific descriptions for what each level or proficiency equates to. The Scale ranges from “Excellent” to “Poor”. It also includes, “Good”, “Fair” and “Insufficient” levels.
4. **Points:** The points grading type is designed to allow you to customize your own level or



values for the assessment. If you prefer to award specific points for each statement, the Point grading type works best.

## HOW TO PERFORM AN OBSERVATION CHECKLIST ASSESSMENT

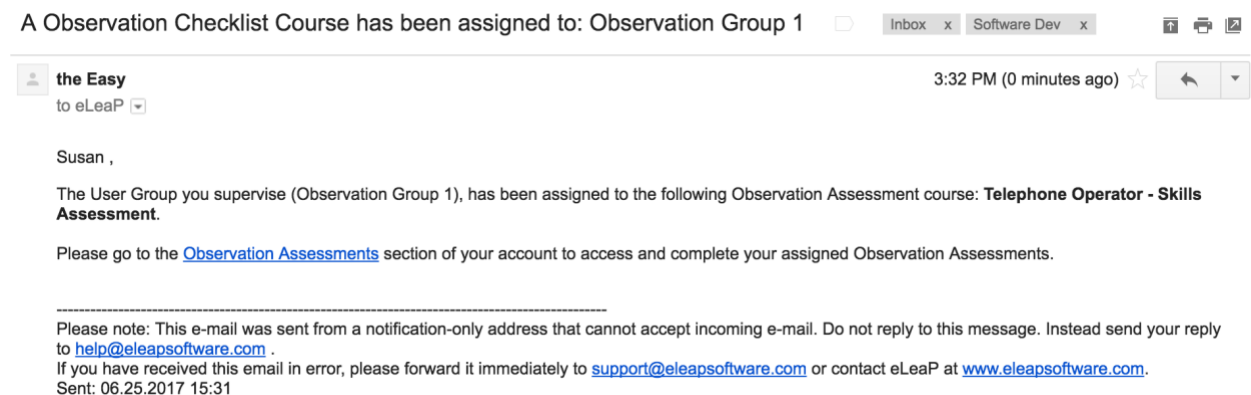
### Supervisor performing assessments:

Supervisors can help Administrators manage and perform Observation Checklist assessments.

However, for a Supervisor to view and perform assessments, two conditions need to be met:

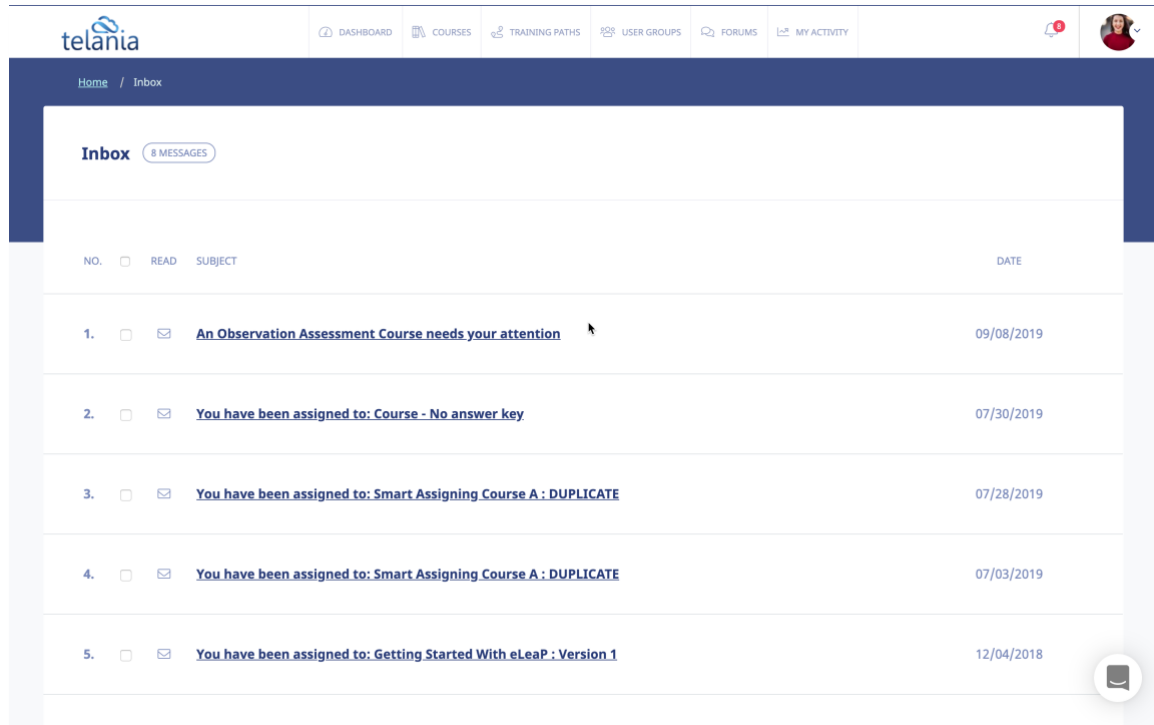
1. The Supervisor must be assigned to manage the assigned User Group(s)
2. The Supervisor managed user group must be assigned to the Observation Checklist course using the **3 Assigned User Groups** tabs. This means even if members of a user group which is managed by a supervisor are assigned individually to an Observation Checklist course, the associated Supervisor will not be able to view and perform that assessment.


If the two conditions above are met, the assigned Supervisor, will receive an email notification regarding a pending Observation Checklist course.

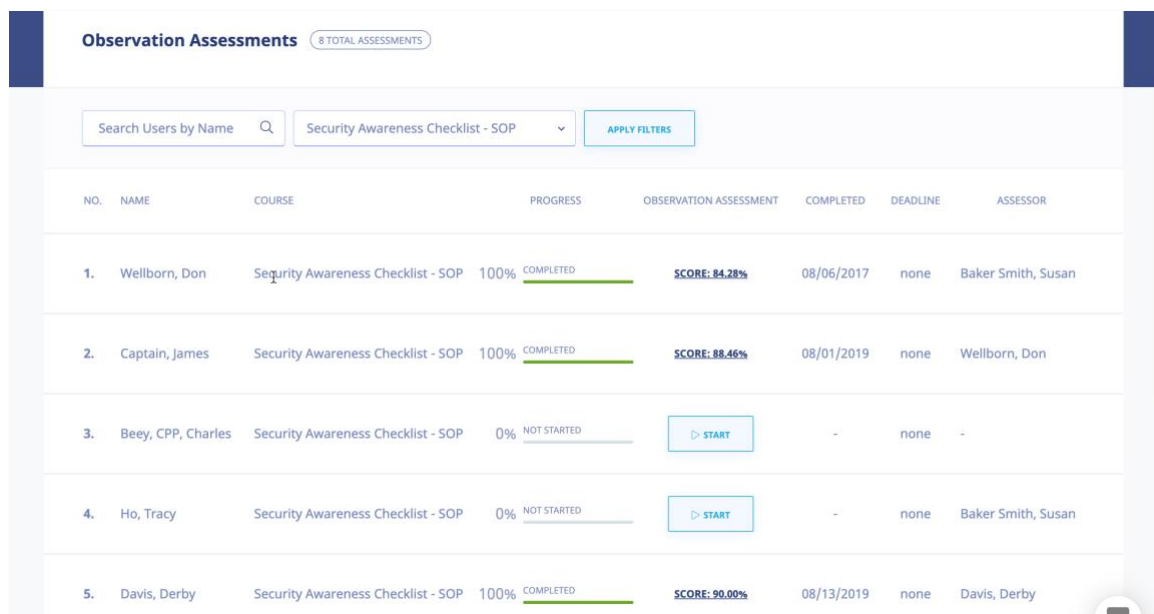



The supervisor can click on the [Observation Assessments](#) link to go directly to the assigned and pending assessment.

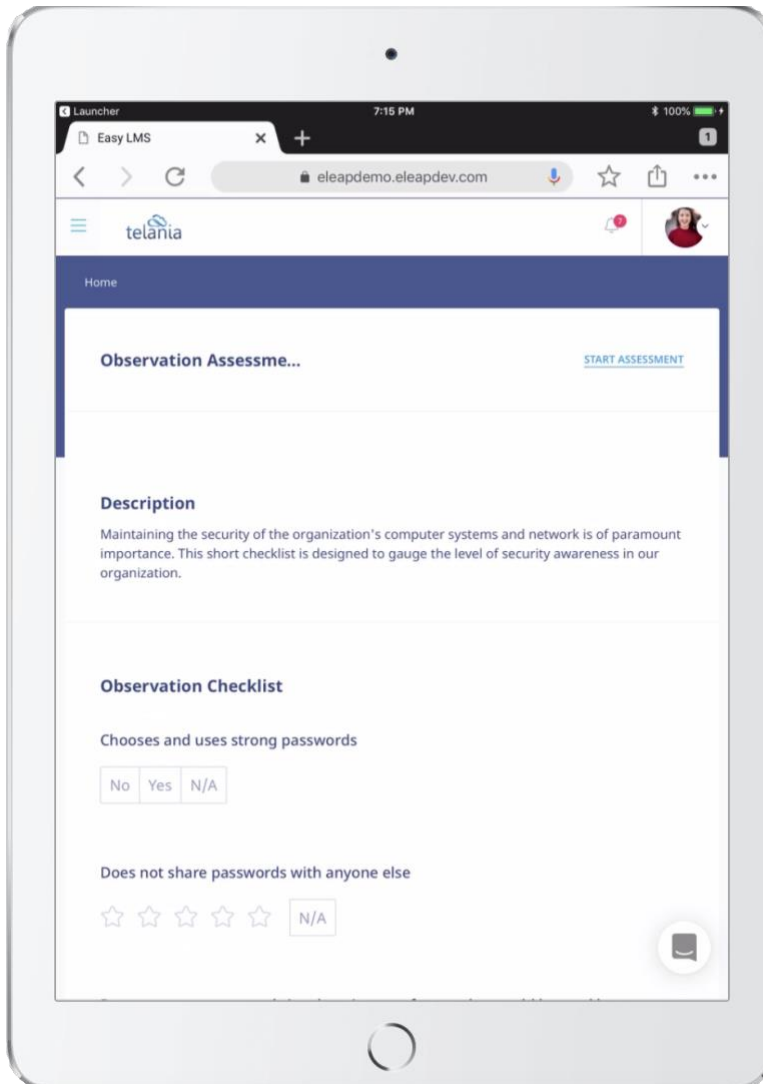
Supervisors should also check their INBOX section of their accounts for additional notifications.

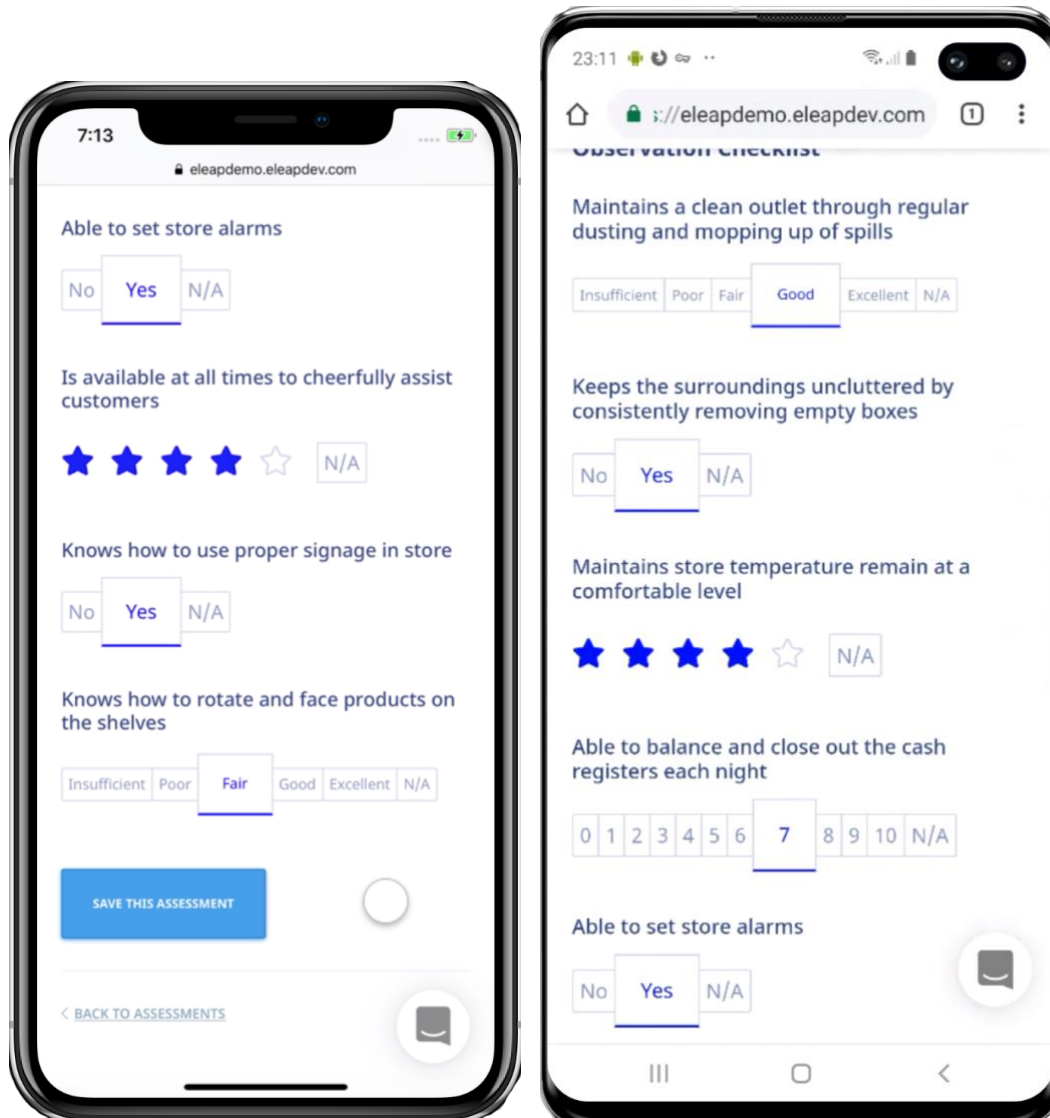


Once on the relevant Observation Checklist course to be assessed, the Supervisor can begin by clicking the  button next to the learners' name.

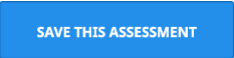


The Observation Checklist tool is designed to be used on any device any time anywhere. We encourage you to access and perform assessments on mobile devices, laptops and other devices. Once the Supervisor clicks the  button next to each assigned user, they see a mobile responsive version of the tool to enable them easily perform their assessment.





Click or, if on a mobile device, tab the various assessment grading options. For example, if you agree with **Yes** as the appropriate assessment for the binary statement, select or tab the [Yes] option.

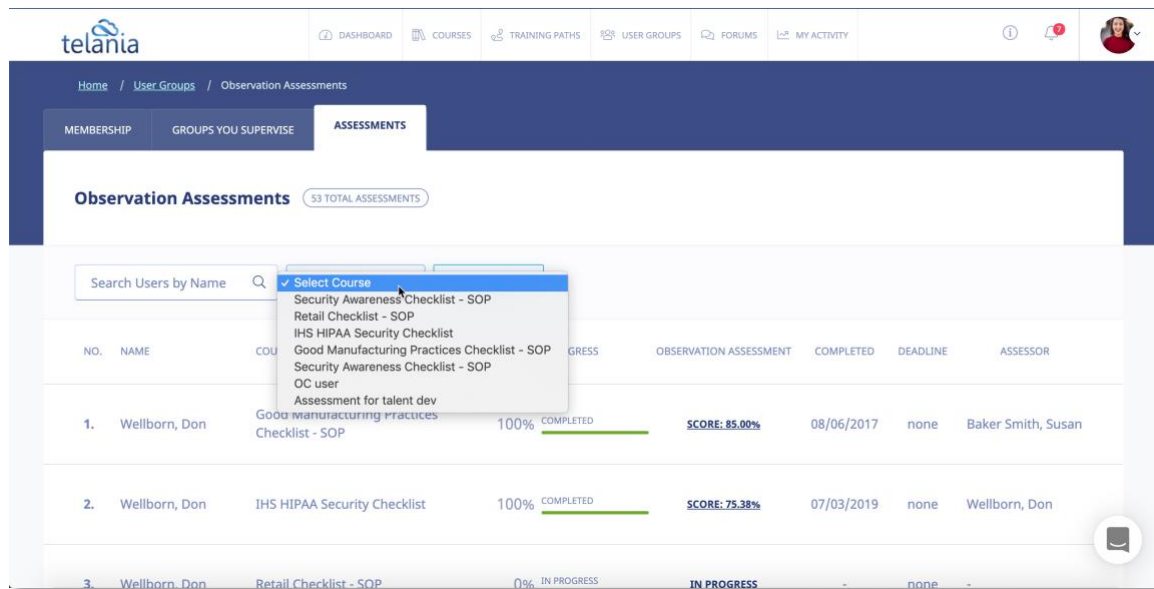
If you need to save the current assessment and come back later, you can. Simply click the  button. This button also works to finalize the assessment and move on to the next learner to be assessed.

An assessment that is completed will show an assessment score (**SCORE: 92.50%**) in the Completion Report tab. In incomplete assessment will show an **IN PROGRESS** status.

To continue assessing an incomplete checklist, simply click the **IN PROGRESS** link.

## Selecting Additional Observation Checklist Courses:

To select additional Observation Checklist courses to assess, use the drop-down selector to select the relevant course:



Once you select the relevant course, click the **FILTER** button to see the assigned users to be

assessed. Use the **START** button to begin performing your assessment.

**Note:** As a supervisor, you can also perform assessments from the **User Group Activity** report page for user groups you supervise. Simply, select the relevant course and if there are pending

users to be assessed you will see the **START** button next to their names.

## OBSERVATION CHECKLIST REPORTS

To get reports for your Observation Checklist courses, go to **USER GROUPS** tab and then **ASSESSMENTS** tab.

Then select the relevant User Group and select the relevant course to view reports.

Alternatively, you can go to the **USER GROUPS** tabs and then **ASSESSMENTS** tab. Next, simply select the relevant Observation Checklist course to get reports on.

## Filtering Options

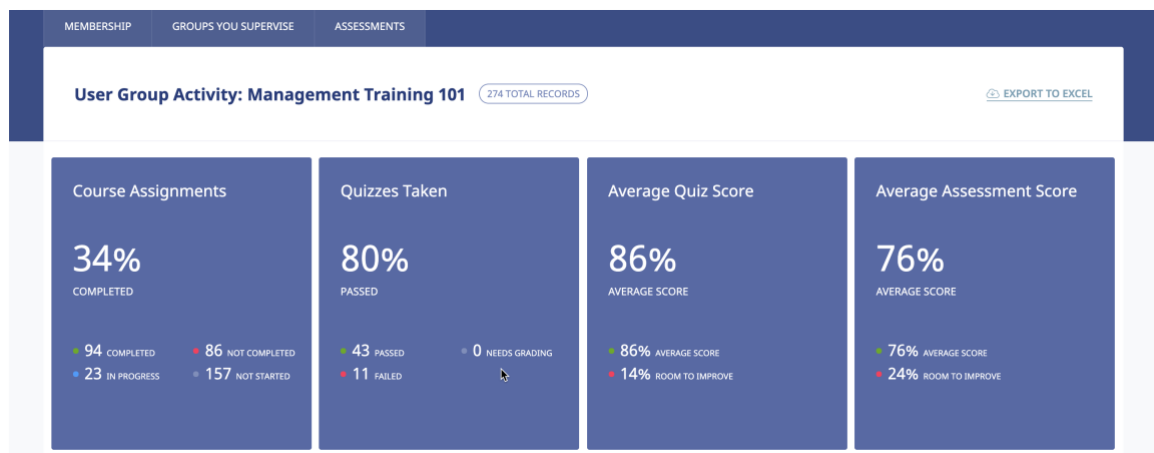


Here are some filtering options for getting the relevant reports:

- Use the  to search for specific users you supervise. You will then get their activity reports displayed when you click the  button.
- Use the  to select specific courses for reports. You will then get the activity reports for your supervised users for the selected course when you click the  button.
- Use the  to select the specific progress status you are interested in for courses assigned to users you supervise. For example, if you want to find out which users have not started their training, you can select the [Not Started] option and you will a list of users for courses with the Not Started status when you click the  button.
- If your supervised users have been assigned to Training Paths, you can use the  selector to get Training Path reports for those assigned users.
- The   selector is for getting reports for your assigned supervised users based on the date range they were assigned to training courses or training paths.

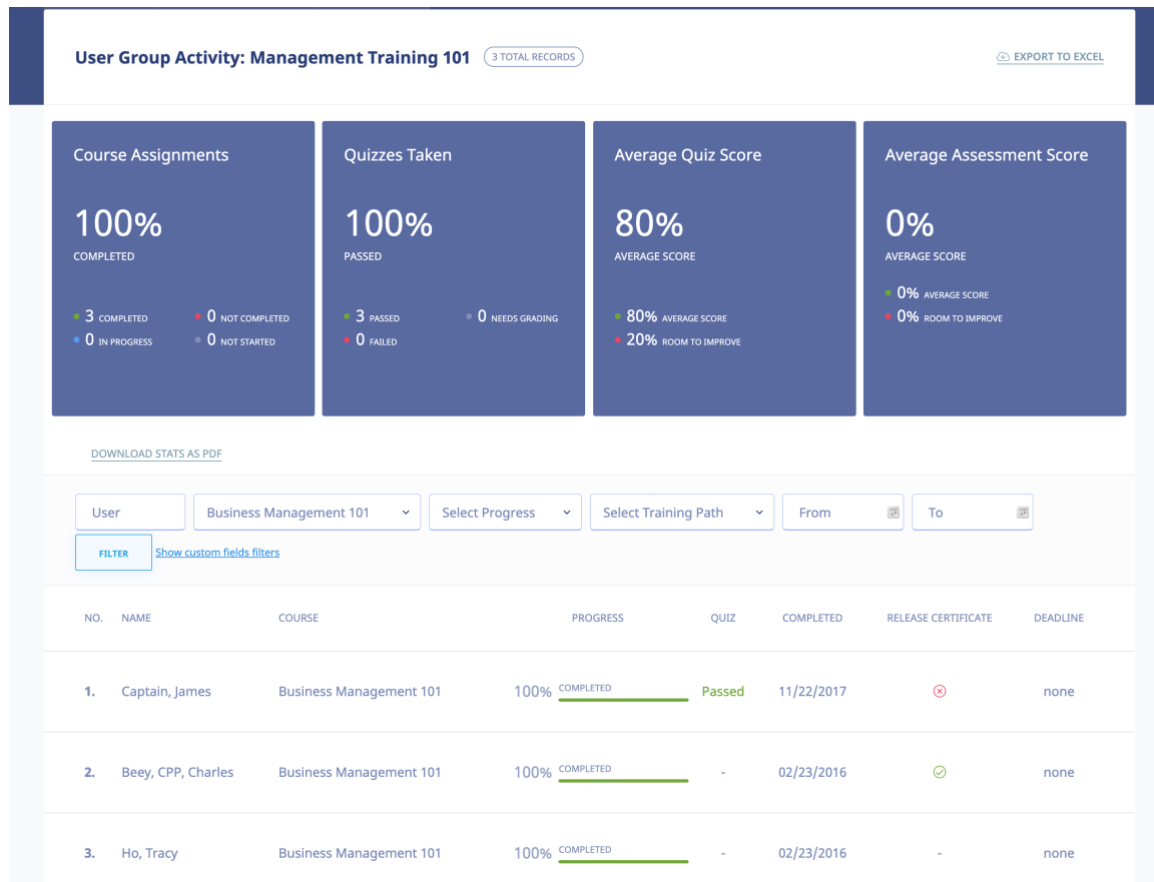
## Stats

Stats are a quick visual type of reports available in your User Group Activity report section.



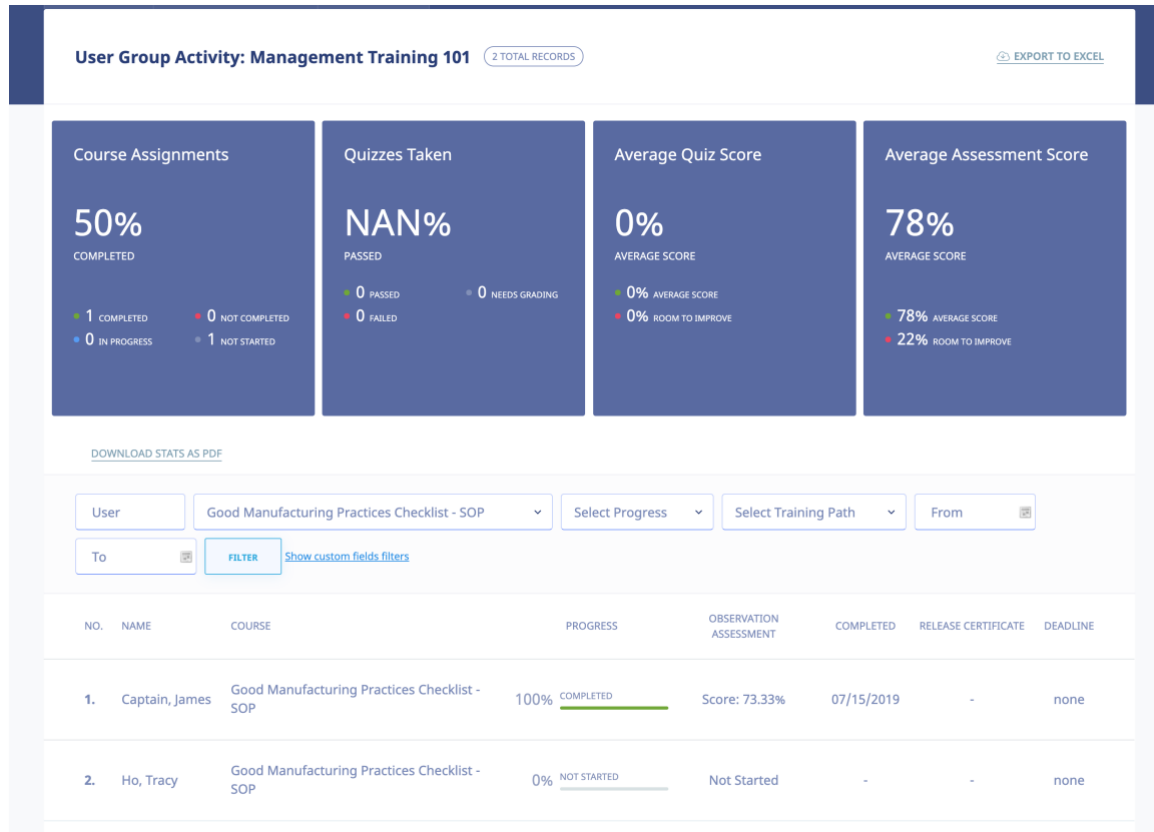
Selection options:

Use the Course selector to select specific courses to get Quick Stats on. For example, for a standard course,



Or an Observation Checklist course,



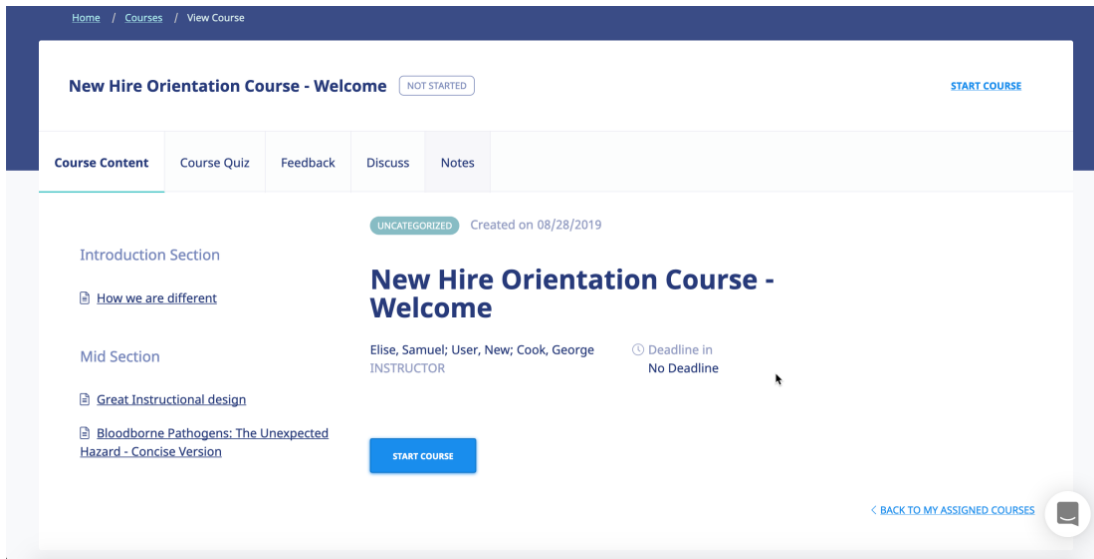



## COURSE DETAIL SCREEN

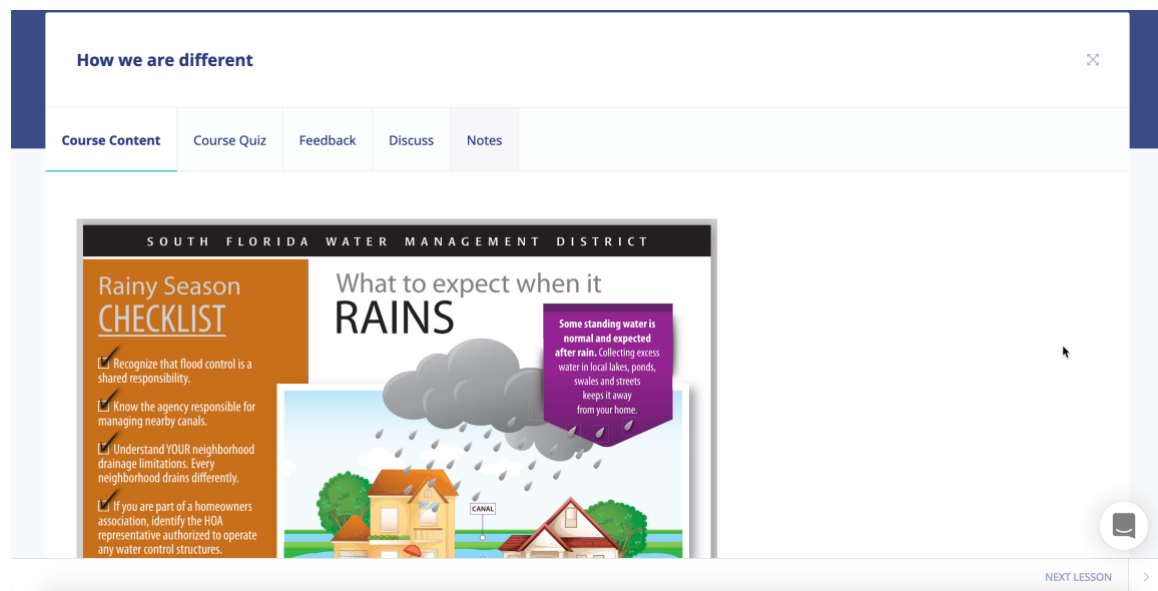
Once you click on the name of your assigned Course, you will first access the **Course Details** page, as shown in the illustration below.

The Course Details page contains important information about your assigned Course. You should pay special attention to **Course Description, Objectives, Completion Status, Deadlines**, etc.

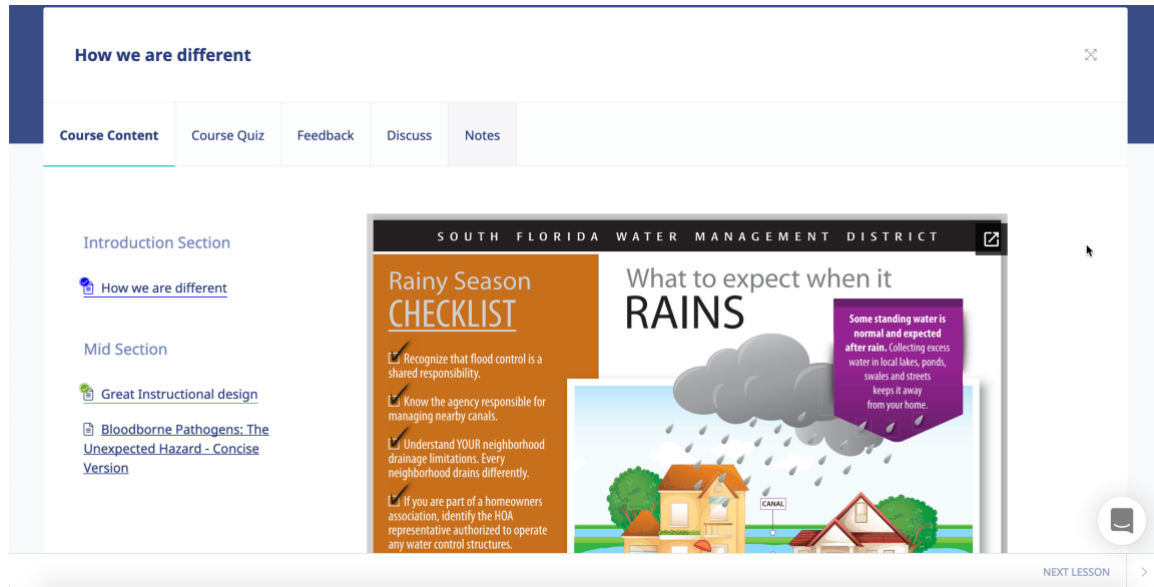
To begin accessing your Course content, click the first link within the **Content** portion of the screen, or click [START COURSE](#). You can also click the [START COURSE](#) link in the top right section of your page.



You can collapse or expand the **Table of Contents (TOC) Menu** to suit your style. To collapse the TOC, click  icon.



Click the icon again to expand the TOC

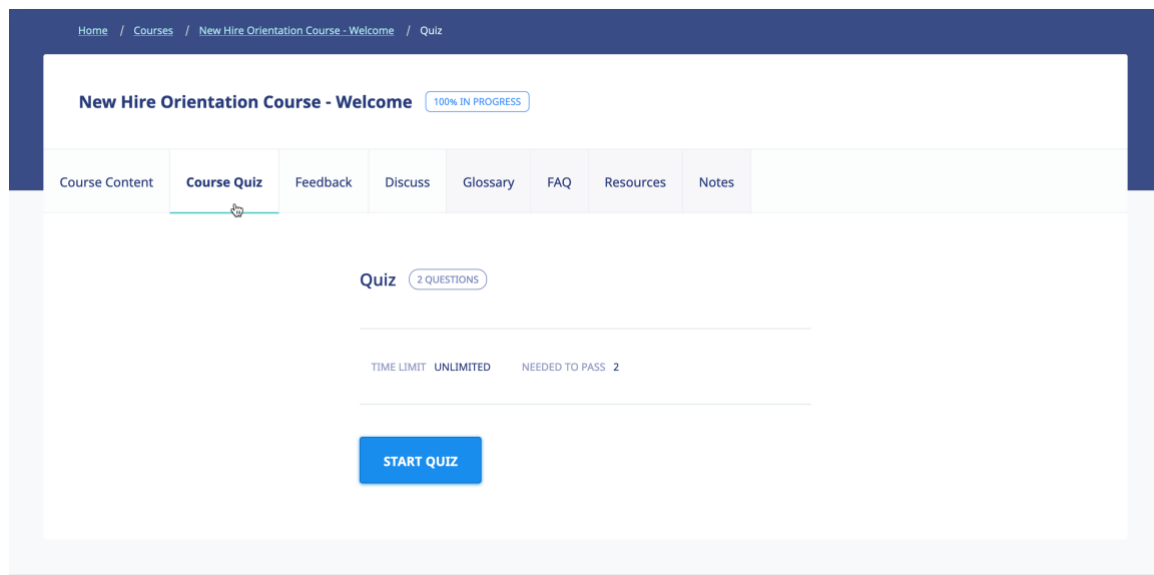


## Course Features:

The following course functionality is also available:

## Course Quiz

You might be required to take a post Course quiz assessment. If you are required to, click on the **Course Quiz** tab to access your quiz. [More on quizzes later.](#)



**Note:** You will need to complete your Course before you are allowed to access the quiz center.

## Feedback

Your Course Instructor might require some post-Course feedback assessment. This will help them measure the success of your online learning experience. Please answer these questions to the best of your ability. To start the course feedback, click the **Feedback** tab in the course.

Home / Courses / New Hire Orientation Course - Welcome / Feedback

New Hire Orientation Course - Welcome 67% IN PROGRESS RESUME COURSE

Course Content Course Quiz **Feedback** Discuss Glossary FAQ Resources Notes

Introduction Section

How we are different

Mid Section

Great Instructional design

Bloodborne Pathogens: The Unexpected Hazard - Concise Version

Feedback

How would you rate this course?

Fields marked with \* are mandatory.

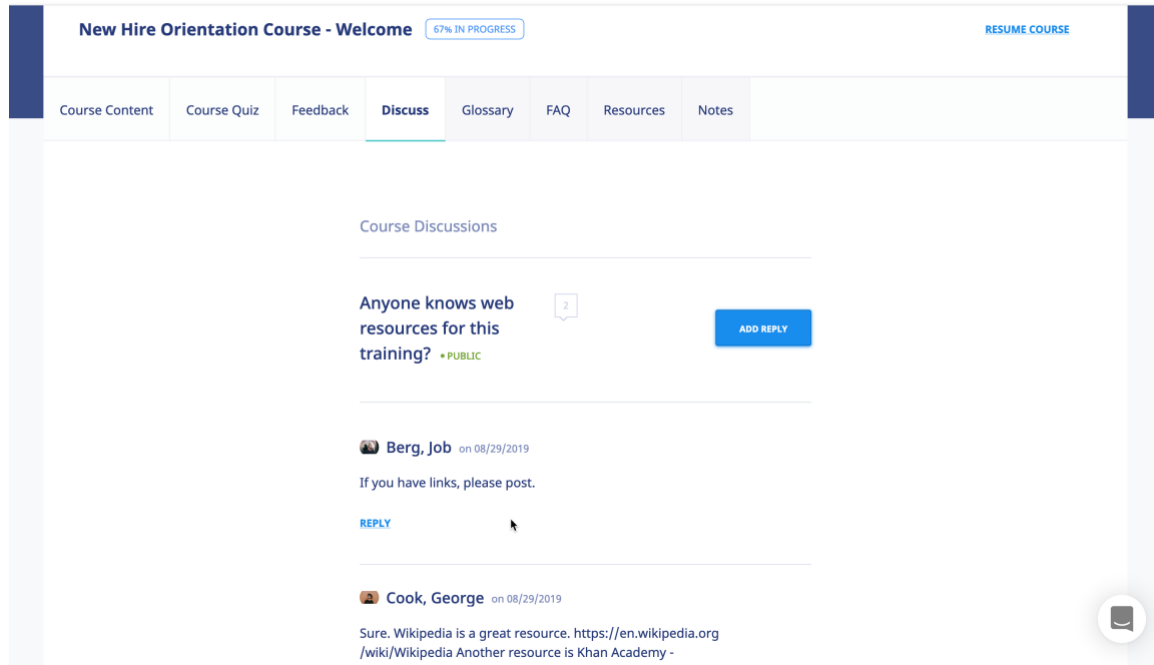
SUBMIT

## Discuss

Click on **Discuss** sub menu link to access topics related to your Course.

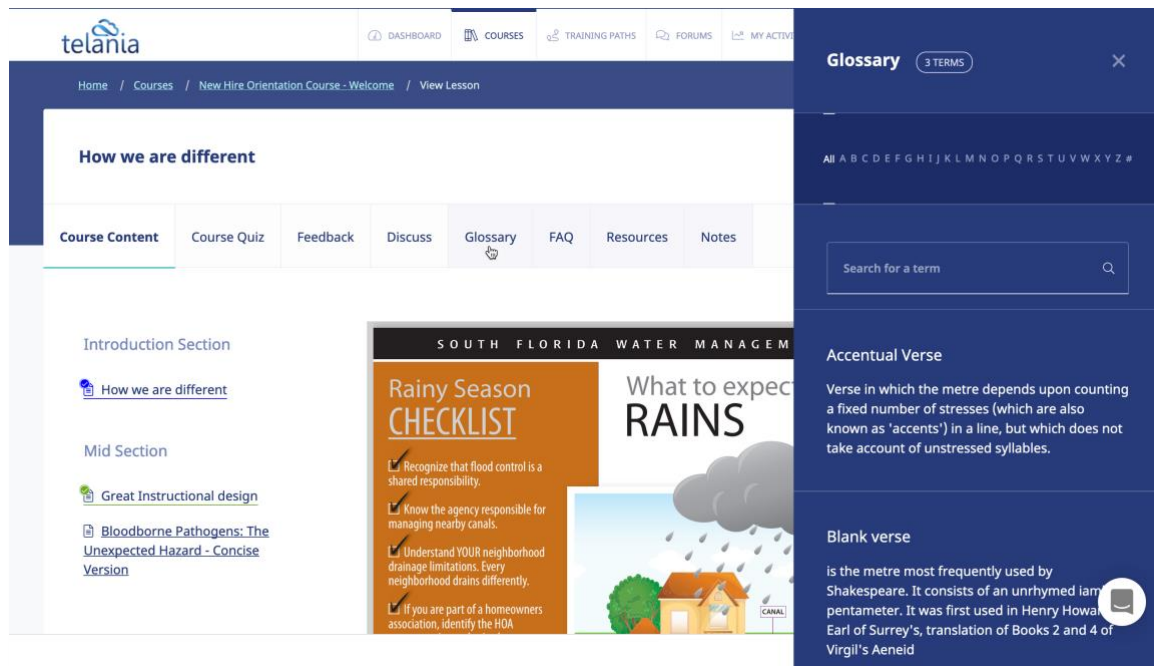
You can send **private messages** to your Course Instructor. These messages will only be available to your Instructor.

You can send **public messages** to be posted on the course discussion area. These public messages will be available to other users assigned to your particular training Course or e-learning program.



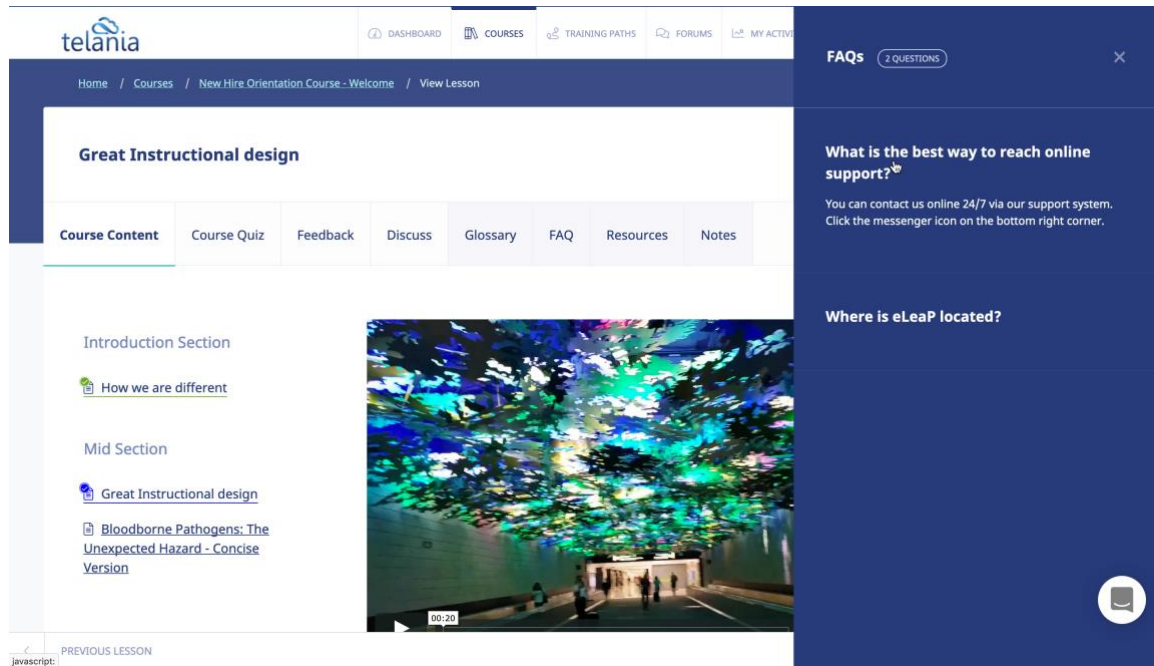
## Glossary

A Glossary is a list of terms with the definitions for those terms. Traditionally, a glossary appears at the end of a book and includes terms within that book which are either newly introduced or at least uncommon. Click [Glossary](#) on the **Course Details** screen to view its Glossary.



## FAQ

Get answers to some frequently asked questions by clicking [FAQ](#) on the **Course Details** screen.



## Resources

Your Course Instructor has created useful web-based resources list for this Course. Access these helpful web resources by clicking [Resources](#) on the **Course Details** screen.

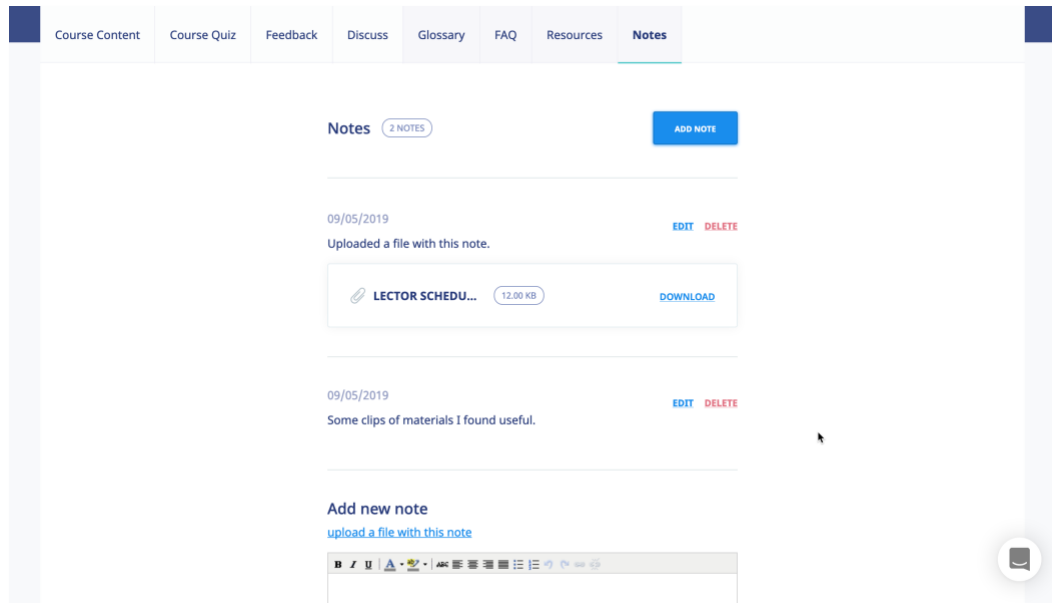
The screenshot shows the Telania eLeaP interface. The top navigation bar includes the Telania logo and links to DASHBOARD, COURSES, TRAINING PATHS, FORUMS, and MY ACTIVITY. The breadcrumb trail reads: Home / Courses / New Hire Orientation Course - Welcome / View Lesson. The main content area is titled 'Bloodborne Pathogens: The Unexpected Hazard - Concise Version'. Below the title is a horizontal menu with tabs: Course Content (active), Course Quiz, Feedback, Discuss, Glossary, FAQ, Resources, and Notes. The 'Course Content' tab shows a list of sections: 'Introduction Section' with a 'CLICK TO RELAUNCH' button, 'How we are different', 'Mid Section', 'Great Instructional design', and 'Bloodborne Pathogens: The Unexpected Hazard - Concise Version'. A 'PREVIOUS LESSON' button is at the bottom left. On the right, a 'Resources' sidebar shows 'Support Site' with the URL https://support.eleapsoftware.com and 'eLearningInside' with the URL https://news.elearninginside.com.

## Notes

Create your own portfolio of your online e-learning or training experience. Add files, upload notes, add web links etc. Create a private journal of your e-learning journey. To get started, click the **Notes** tab. You can then add notes and upload files as shown below.

The screenshot shows the 'Notes' tab in the Telania eLeaP interface. The horizontal menu at the top includes Course Content, Course Quiz, Feedback, Discuss, Glossary, FAQ, Resources, and Notes (active). The 'Notes' section shows '0 NOTES'. A message states: 'NO NOTES CREATED. Click on the 'add new note' link.' Below this is the 'Add new note' section, which includes a link 'upload a file with this note', buttons for 'CHOOSE FILE', 'NEW NEW.DOCX', 'UPLOAD FILE', and 'CANCEL', and a text area with the text 'Some clips of materials I found useful.' A 'SUBMIT' button is at the bottom left, and a '< BACK TO COURSE' link is at the bottom right.

As shown in the following illustration, you can click the **upload a file with this note** link to add files, and you can enter and format text within the Content Editor.




Once you are satisfied with the Note, click **SUBMIT** to add your new note.

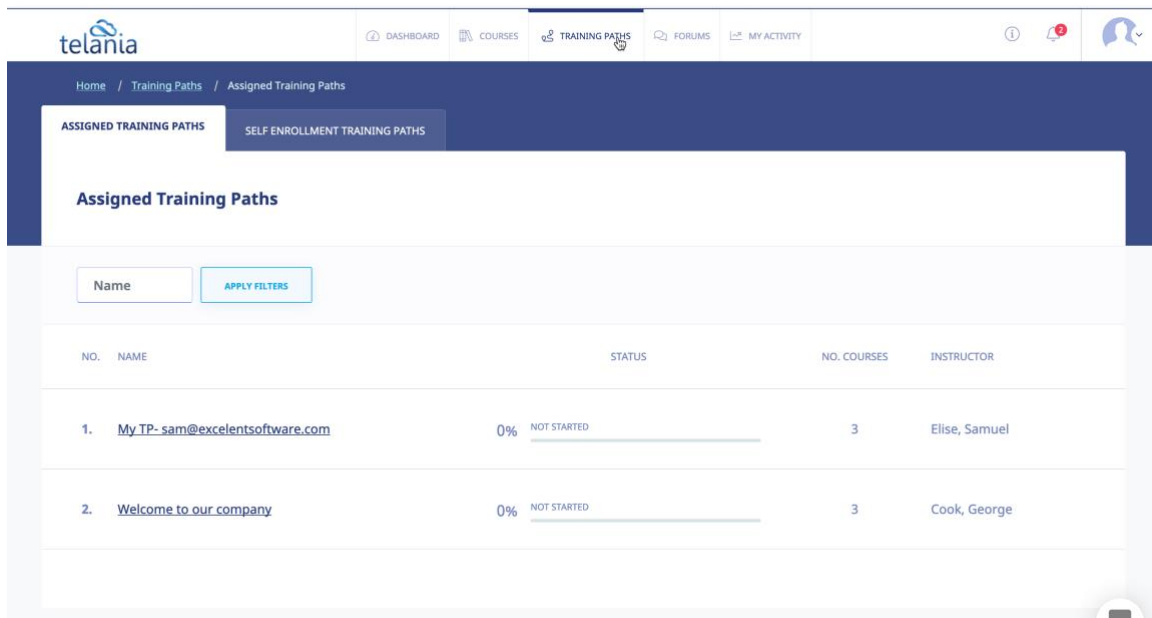


## TRAINING PATHS

eLeaP™ LMS delivers personalized learning and training just for you. The Training Path system allows you to access training/learning programs customized for you.

Let's say that you, John Smith, need to take your "Managing by Walking Around", "The Science of the Sale", "Sexual Harassment Training for Supervisors" and "Workplace Ethics and Compliance" Courses in a specific order. A Training Path called "Middle Management Learning Program I" will be created for you.

To access your Training Path Center, click  **TRAINING PATHS** on the top navigation menu. The available **Training Paths** will be displayed. Click **[the name of your assigned Training Path]** to see the details of your personalized Training Path.



NO.	NAME	STATUS	NO. COURSES	INSTRUCTOR
1.	<a href="#">My TP- sam@excellentsoftware.com</a>	0% NOT STARTED	3	Elise, Samuel
2.	<a href="#">Welcome to our company</a>	0% NOT STARTED	3	Cook, George

You can also click on your assigned training paths from your account dashboard:

The screenshot displays the 'My Training Paths' section on the left and the 'Events Calendar' on the right. The 'My Training Paths' section shows two training paths: 'My TP- sam@excelentsof...' and 'Welcome to our company'. Each path has a '3 COURSES' button, a progress bar at 0%, and a 'NOT STARTED' status. The 'Events Calendar' shows the month of September 2019, with the 5th of the month highlighted.

**Note:** Some Courses in your Training Path might require Quiz Assessment.

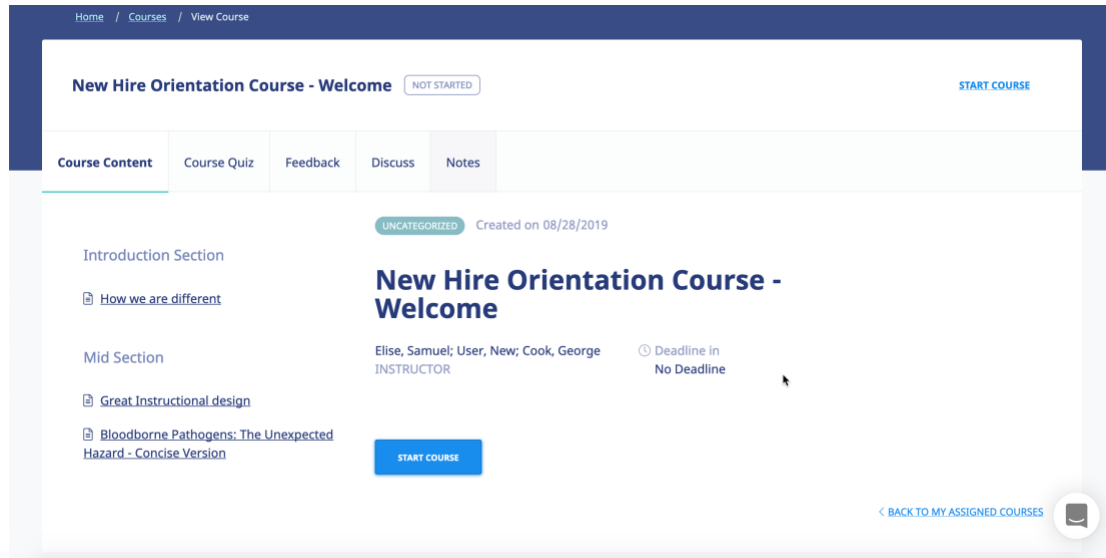
To begin accessing Courses in your assigned career path, click on the name of the available Courses.

The screenshot displays the 'Courses' section for the 'Welcome to our company' training path. It shows a table with three courses, each with a '3 TOTAL COURSES' button, a progress bar at 0%, and a 'NOT STARTED' status. The courses are listed with their IDs, names, deadlines, and statuses.

NO.	NAME	DEADLINE	STATUS
1.	<a href="#">Bloodborne Pathogens in Commercial and Industrial Facilities</a>	none	0% NOT STARTED
2.	<a href="#">Guaranteed HVAC Success</a>	none	0% NOT STARTED
3.	<a href="#">Creating a Mindset for Change (Leaders) Part 1: Changing Your Mindset</a>	10/04/2019	0% NOT STARTED

[BACK TO ASSIGNED TRAINING PATHS](#)

As shown in the following illustration, the **Access Course** screen, illustrated below, is displayed. This screen displays the details for the Course. When you are ready to begin, click. [START COURSE](#)

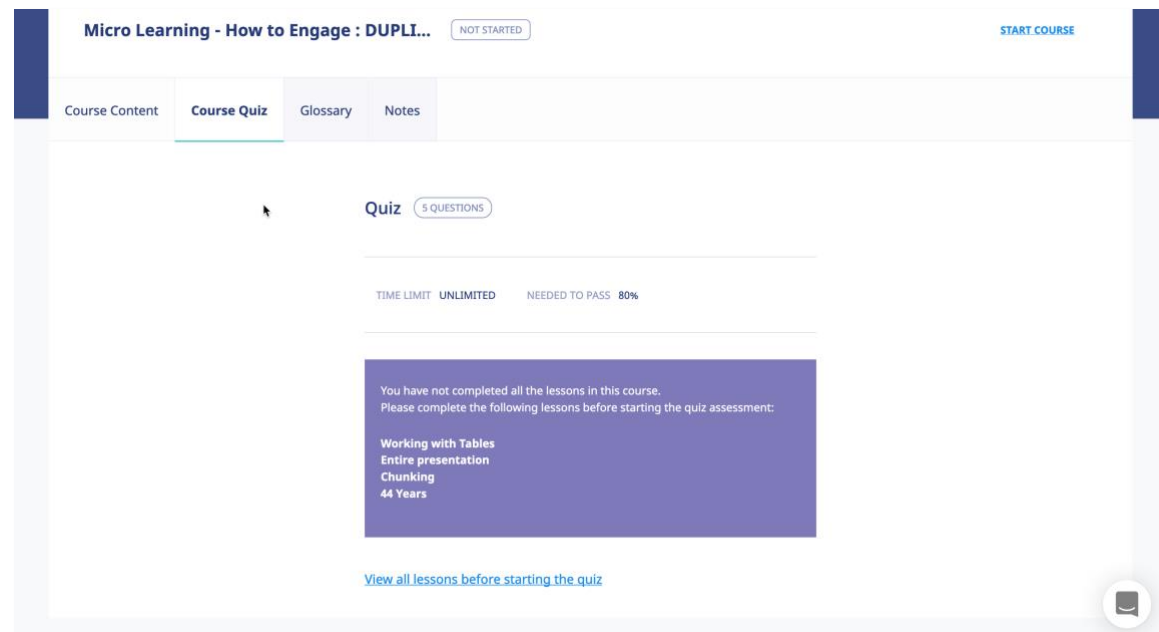


## QUIZ/ ASSESSMENT CENTER

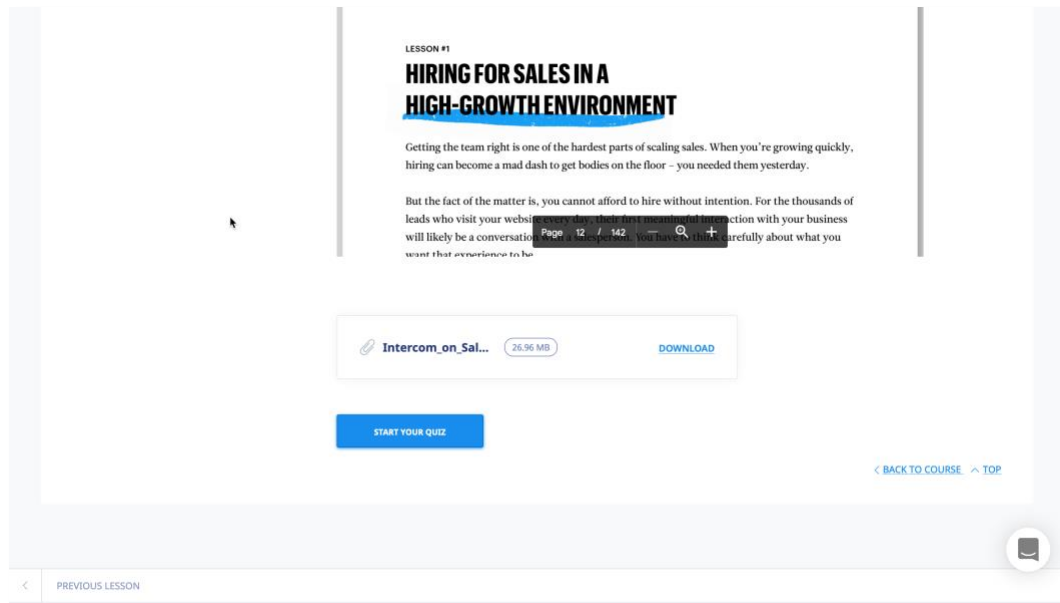
eLeaP™ LMS encourages you to complete Course Assessments. Assessments will help your Instructors know how well their Training Courses are going.

To take a Quiz Assessment click the **Course Quiz** tab within the **Course Details** screen.

**Note:** You will need to have accessed and completed your Course Content prior to accessing the Quiz Center.

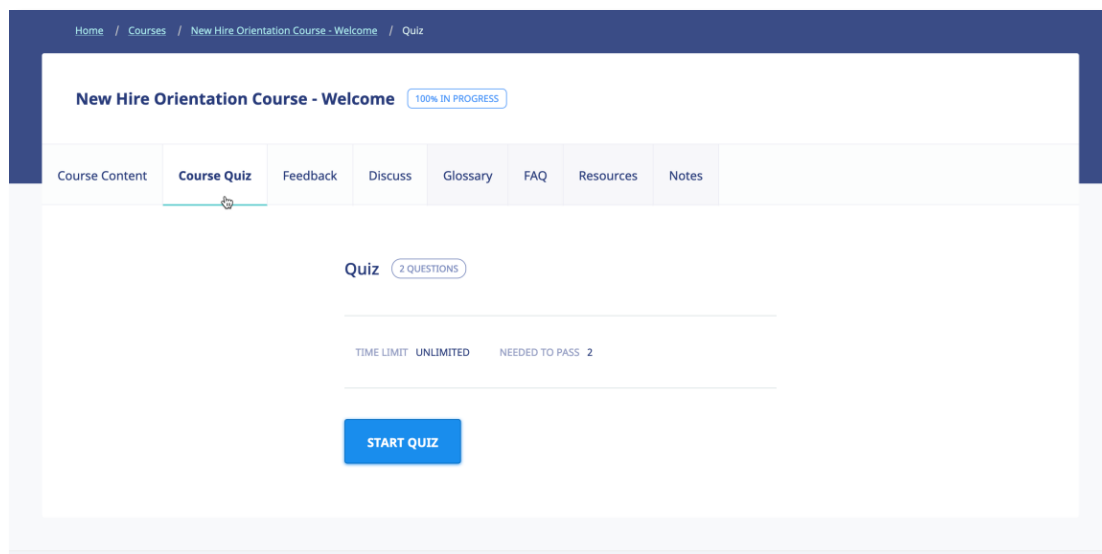


Once you reach the final Lesson within a Course, click **START YOUR QUIZ** to start a Quiz associated with that Course, as shown in the following illustration.

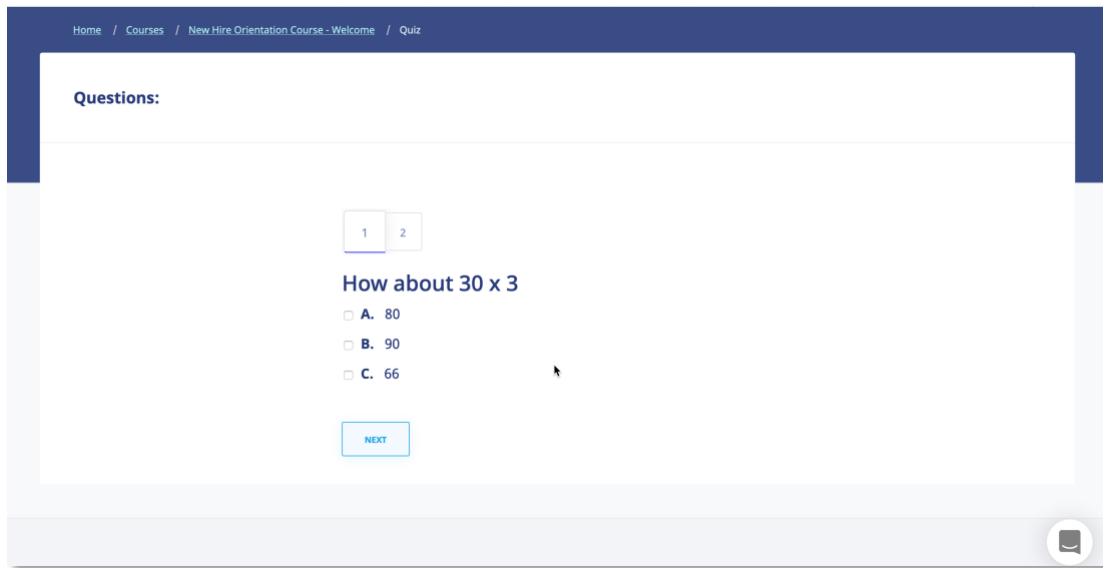


The **Quiz** screen, illustrated below, is displayed. Make sure to read all relevant quiz instructions.

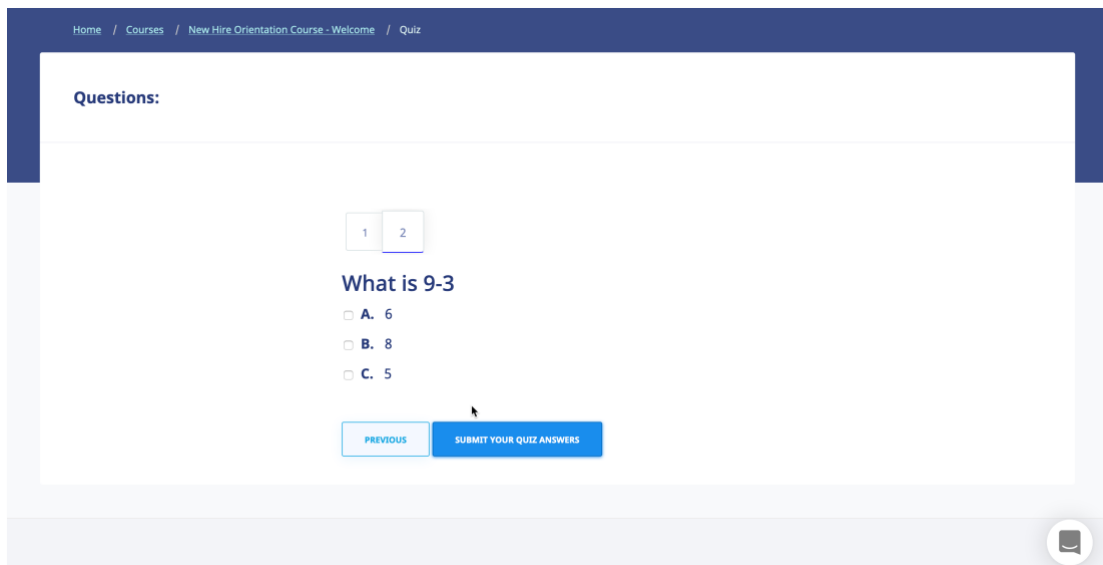
When ready to start, click **START QUIZ** to start the Quiz.



The **Questions** screen, illustrated below, is displayed. As you answer each question within the Quiz, click [NEXT](#) to continue.



As you move through a Quiz, you will notice that you can click [PREVIOUS](#) to return to previous questions if you are unsure of your answer and want to change it, as shown in the following illustration.



eLeaP™ has five (5) Quiz question types or formats:

- Multiple Choice/True/False,
- Sequence/Sort Order/Ranking,
- Essay/Short Answer/Explanation,
- Multiple Choice with Explanation, and
- Hotspot, Find Errors

To answer a “**Multiple Choice**” or “**True or False**” quiz question, choose the answer option(s) that best satisfies the requirement of the question. Click [NEXT](#) to advance to the Next Question.

Repeat this process as many times as needed to answer other Multiple Choice or True or False questions.

To answer a “**Sequence, Sort Order or Ranking**” type questions, click the answer choice or option you wish to arrange. You can then click the **TOP** or **BOTTOM** arrows to move the answer choice to the exact or correct answer location you want. An example of such a question might be to arrange the planets in the correct order from the nearest to the sun. You will click on any one of the answer choices and then use the **TOP** or **BOTTOM** arrows to arrange them as follows: Mercury, Venus, Earth, Mars, Jupiter ...”

The screenshot shows a quiz interface with a question titled "Question 1 of 1". The instruction is "Put these dates in order starting with the oldest". Below this, there is a list of three items: 1. 1200, 2. 1400, and 3. 1300. Each item is in a light blue box. To the right of the list are two arrows: an upward arrow (↑) and a downward arrow (↓). At the bottom right, there is a link that says "< BACK TO QUESTIONS".

If you are asked to answer a question that requires a short answer or an essay, all you have to do is **type in your answer** in the text box provided.

The screenshot shows a quiz interface with a progress bar at the top containing two tabs, '1' and '2'. Below the progress bar, it says 'Question 1 of 2'. The question text is 'What is a trade deficit?'. Below the question is a large, empty text input box. At the bottom left, there is a 'NEXT >' button. At the bottom right, there is a '< BACK TO QUESTIONS' link.

You might be required to explain your Multiple Choice answer. First **choose the correct answer** to the Multiple Choice question and then type in your explanation in the text box.

The screenshot shows a quiz interface with a progress bar at the top containing four tabs, '1', '2', '3', and '4'. Below the progress bar, it says 'Question 4 of 4'. The question text is 'What is the fastest water animal?'. There are four multiple choice options, each with a radio button and a text box for an explanation:   
A. Porpoise (with 'Explain your answer' text box)   
B. Flying fish (with 'Explain your answer' text box)   
C. Sailfish (with 'Explain your answer' text box)   
D. Tuna (with 'Explain your answer' text box)   
At the bottom left, there is a '< PREVIOUS' button. At the bottom right, there is a '< BACK TO QUESTIONS' link.

The last question type in the eLeaP™ LMS Quiz Creator is the “**Hotspot or Find the Error**” question type. To correctly identify errors or other requirements in the ‘**Hotspot**’ or ‘**Find the Error**’ type question, **click the relevant area of the image** and **type in your comment or answer explanation** for your choice or selection.

12345

Question 5 of 5

Where is Florida on the map?



[< PREVIOUS](#)

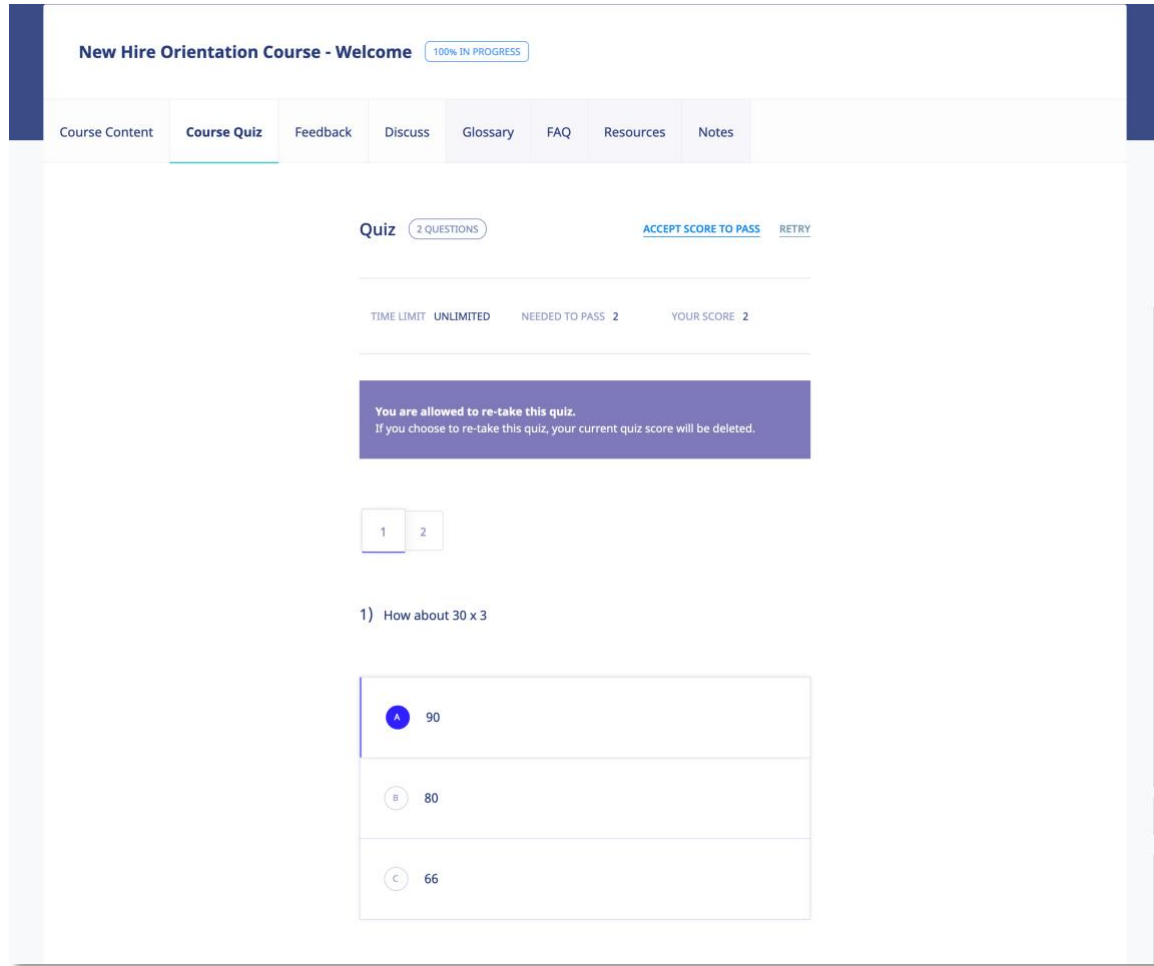
[BACK TO QUESTIONS](#)

***\*\*If you are satisfied with your answers, 'submit your quiz answers'***

Once you reach the end of a Quiz, click [SUBMIT YOUR QUIZ ANSWERS](#) to submit your answers.



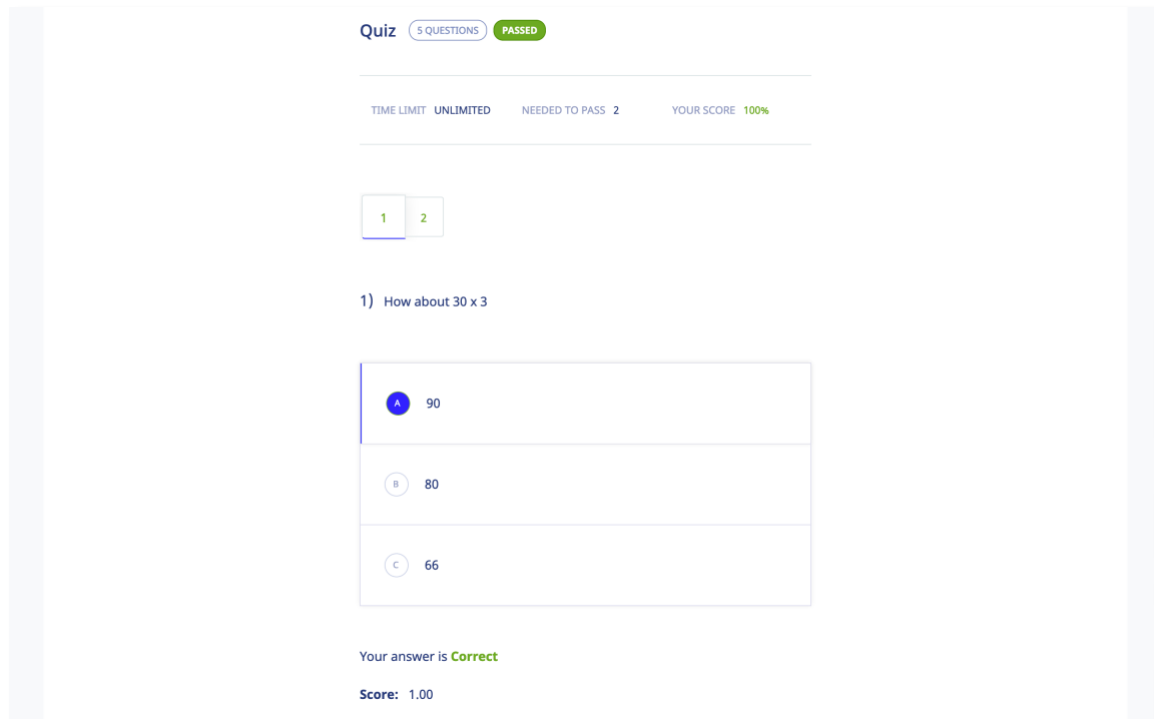
The **Quiz Results** screen, illustrated below, is displayed.



**\*\* Your submission is FINAL and irreversible. You can petition your instructor to reset your Quiz.**

If you don't finish a Quiz within its allotted time, or you don't answer enough of the questions correctly, the following screen will be displayed, allowing you to retake the Quiz. Click **RETRY** to retake the Quiz or click the **ACCEPT SCORE TO PASS** link to accept this score.

When you do successfully complete a Quiz, the following screen will be displayed.




## FORUM/COMMUNICATION TOOLS

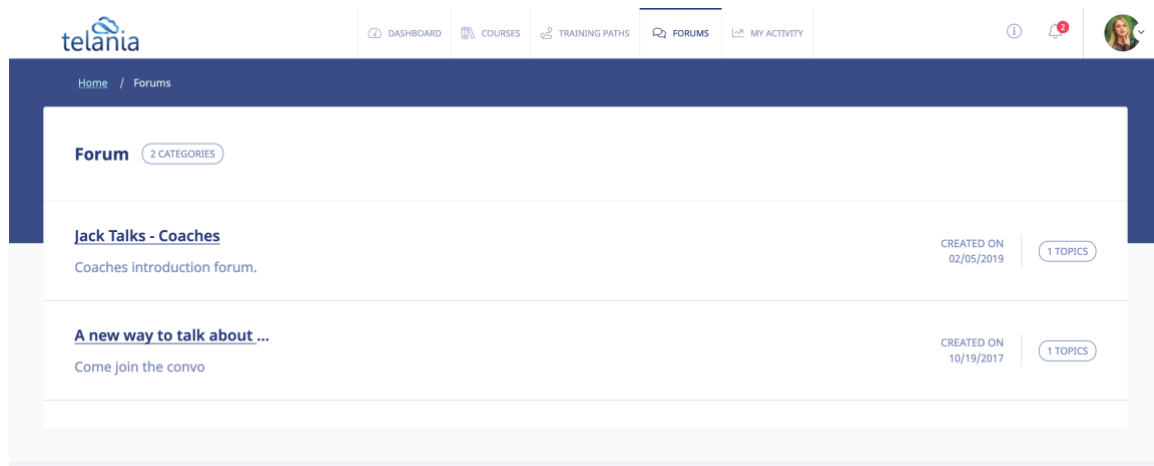
eLeaP™ believes that informal learning can be a vital part of designing powerful e-learning and training programs. After all, the experts tell us *“80% of workers get their job know-how informally”* Jay Cross (TD Magazine).

Forums are a great way to foster this informal and unorthodox learning. Forums allow for users to share ideas, best practices and even develop new methods of problem solving or generating ideas. That million-dollar idea could come from your training portal’s forum site. We encourage you to use these interactive tools in your eLeaP™ LMS package.

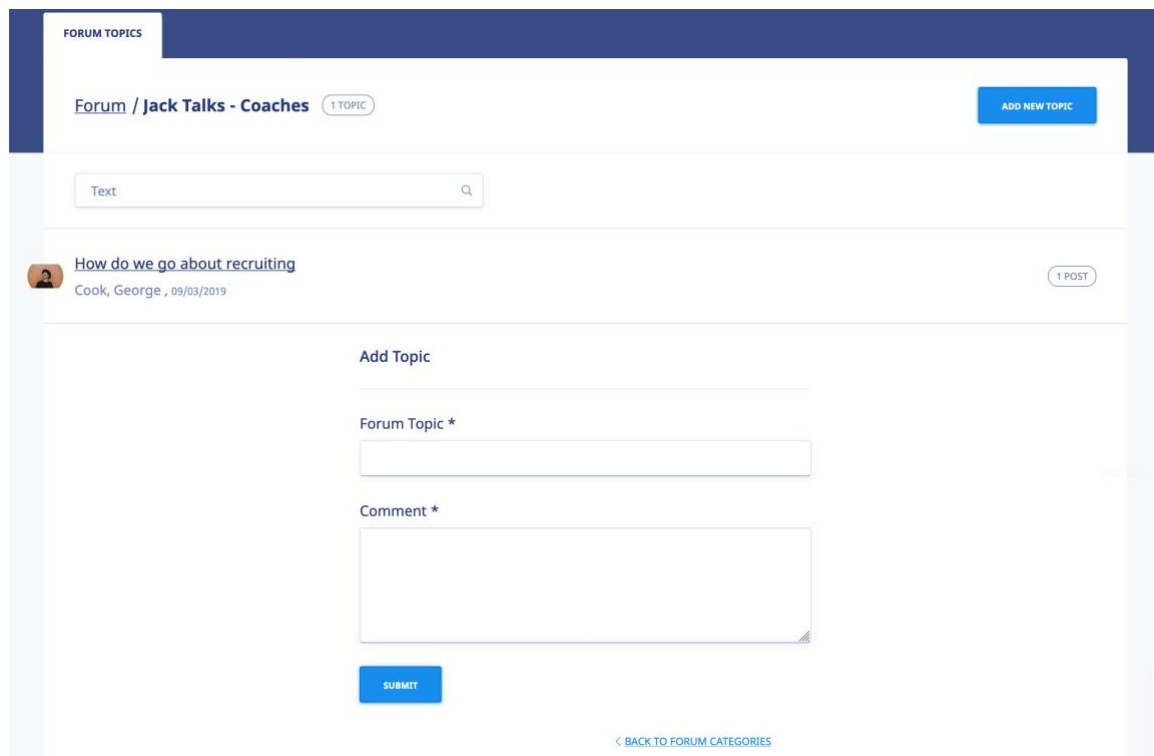
eLeaP™ has provided tools to help you launch informal learning. Make use of your system-level online forums or course level discussion boards.

Click on  **FORUMS** tab to access your forum conversations.


**Note:** Certain categories might require Admin level invitation to access.



To post new topics or reply to existing topics, click on the name of the forum you are interested in. You can start a new topic or join an existing topic conversation.




Enter your comment or question in the **Write your comment** field, and then click .

 [Cook, George](#)

on 09/03/2019 07:24

Does anyone know great resources for recruiting?

[REPLY](#)

 [Jones, Orina](#)

on 09/05/2019 17:43

Sure. I think ziprecruiter.com is a nice resource.

[REPLY](#) [EDIT](#) [DELETE](#)

Write your comment

Your Comment

[SUBMIT](#)

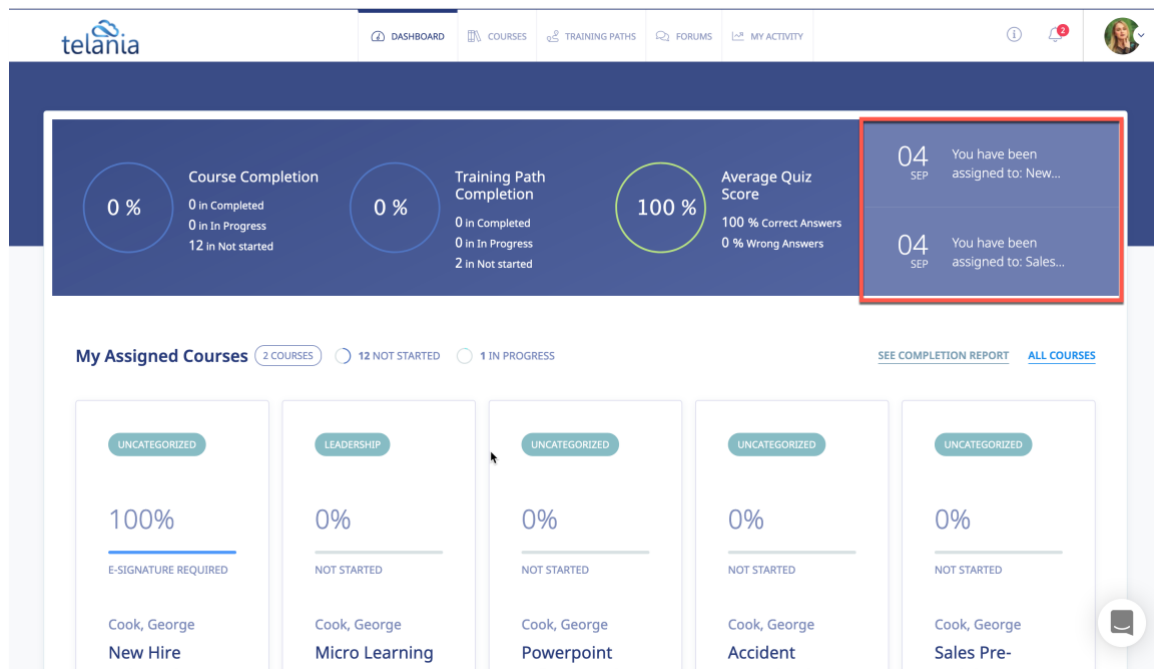
[BACK TO TOPICS](#)

## eLeaP™ Inbox & Communication Center

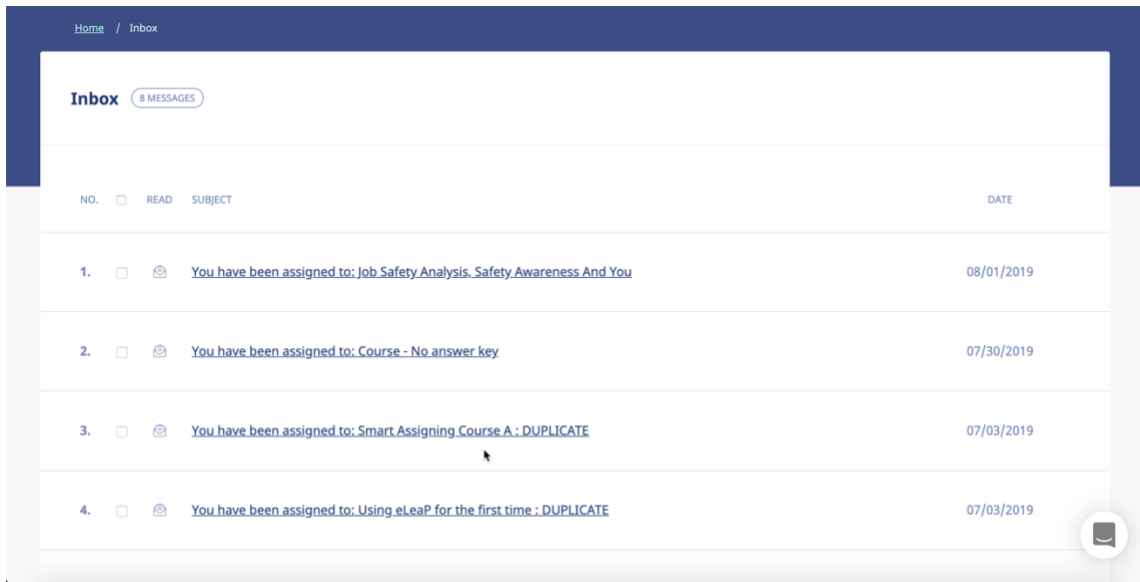
With eLeaP™ LMS, you have a comprehensive notification and electronic communications system which enables you to set up rules for auto notifications to be sent to your users.

As a trainee, you can also access your eLeaP™ INBOX to receive updated email notification and communications regarding various activities in your eLeaP account. You can receive Quiz completion notifications, notifications on Course Assignments, Pending Deadline notifications.

Notifications first appear in your dashboard:



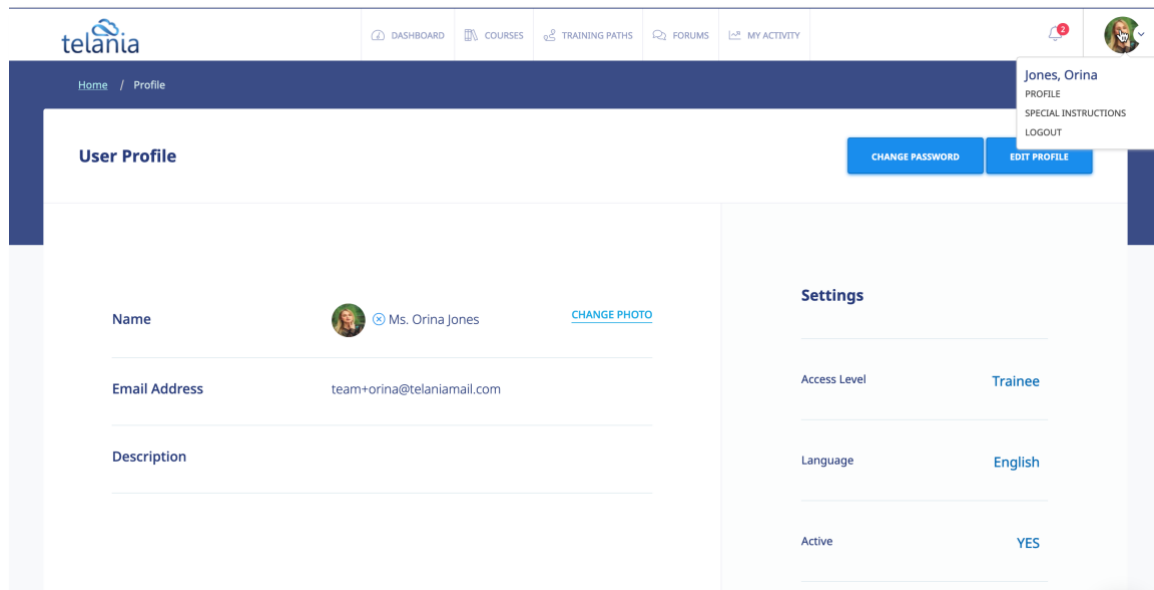
When you receive a Notification Email, the **Email** icon to the left of your User Name will indicate that. As shown in the following illustration, clicking on that icon displays the messages in your Inbox. You can select a message and click the **remove selected messages** link to delete those Emails. Inbox messages are automatically deleted after thirty (30) days. Remember that notification emails also do get sent to your regular email.



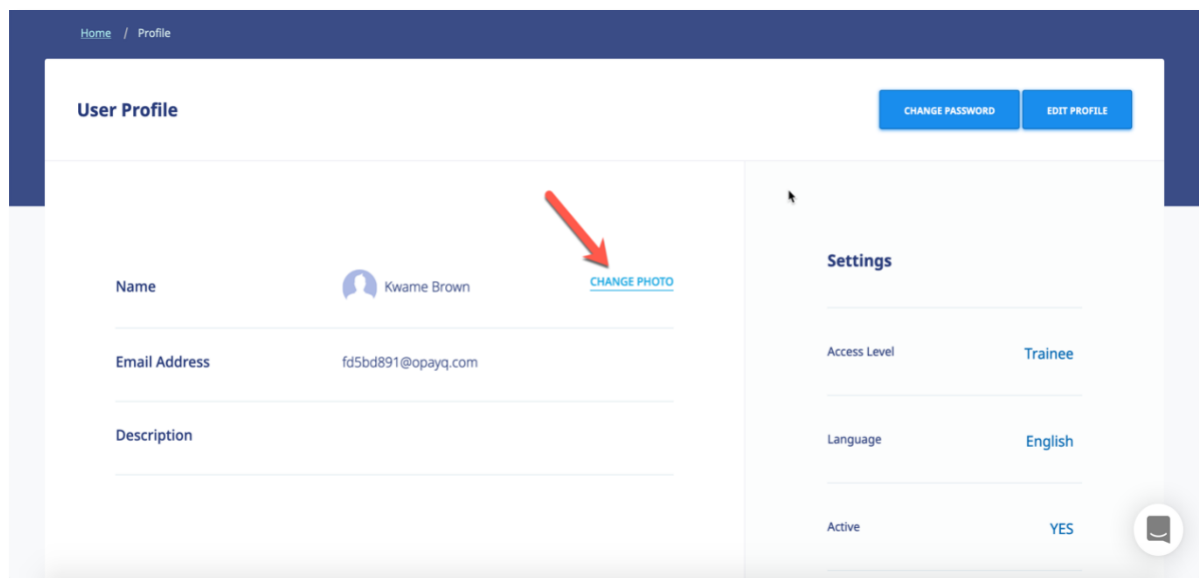
## **Modifying Your Personal Profile**

Selecting the **PROFILE** option on the drop-down menu at the upper right-hand corner of the screen, as shown in the following illustration, allows you to modify your Personal Profile

information.

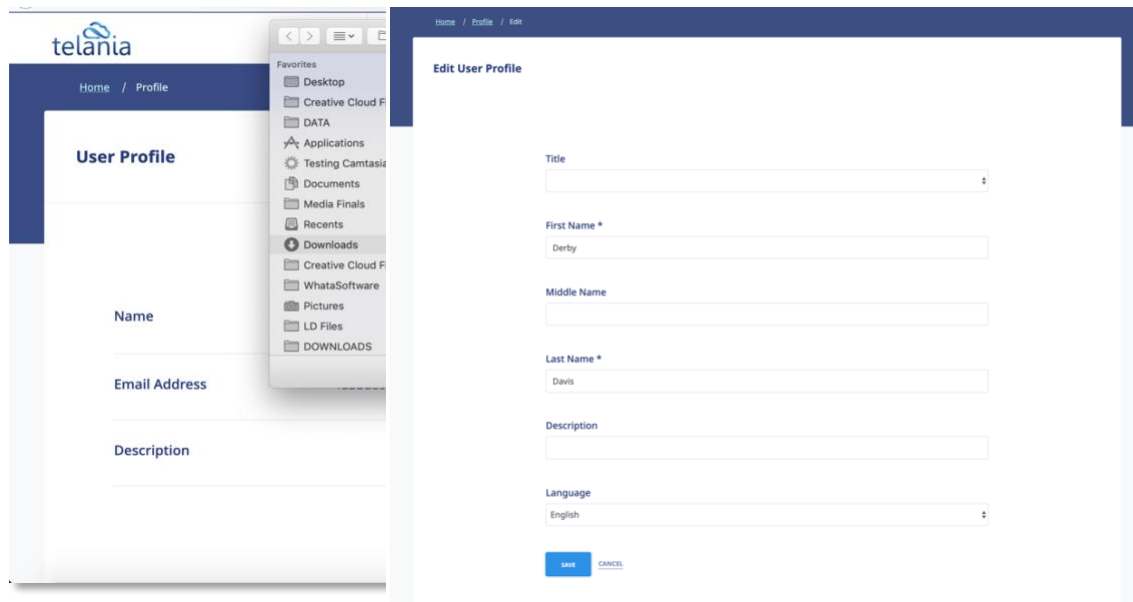


The **User Profile** screen, illustrated below, is displayed. To associate a picture with your Profile, click the **CHANGE** link next to the Name, as shown in the illustration.

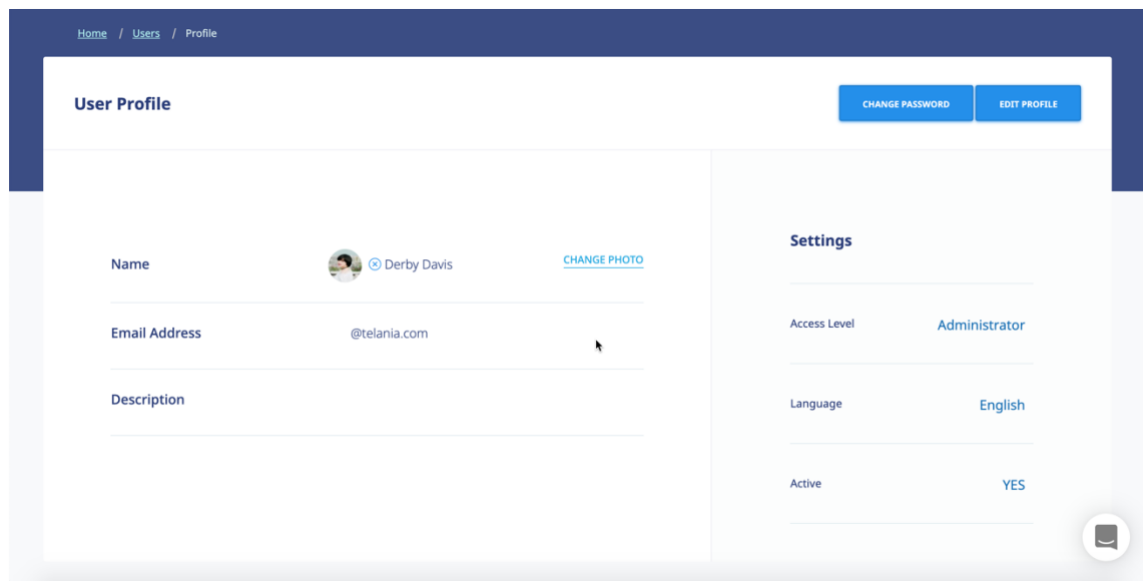


The screen expands, allowing you to navigate to a location on your computer where the picture that you want to associate with your Profile is stored.






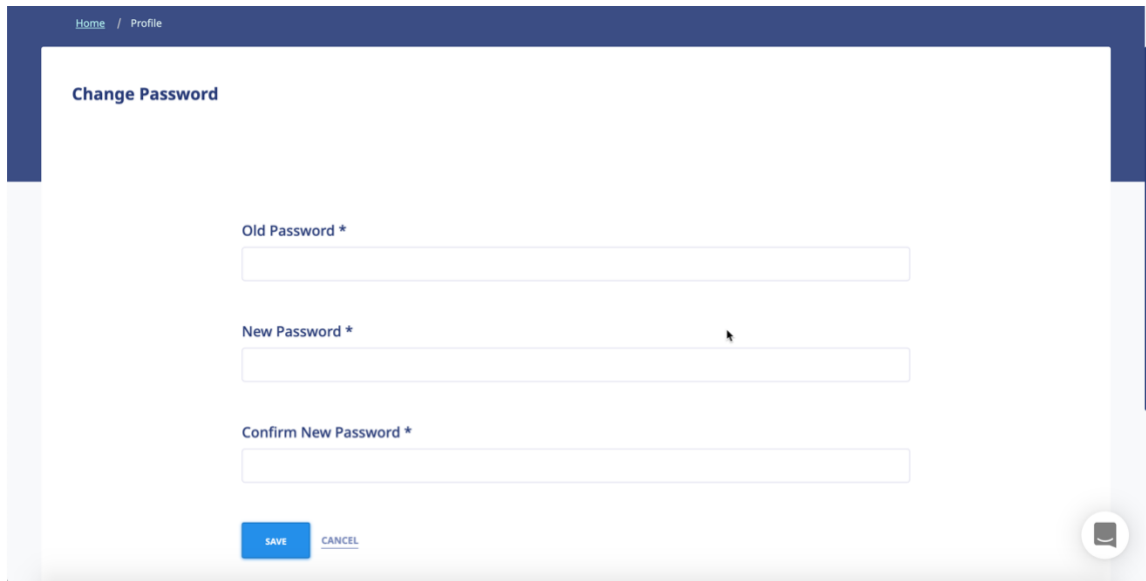
## Edit Profile



To edit your Profile Details, select the **EDIT PROFILE** button located in the right-hand section of the screen. The **Edit User Profile** screen, illustrated below, is displayed. Make any modifications necessary within the **Title**, **First Name**, **Middle Name**, **Email**, **Description**, **Access Level**, **Language** and **Active/Inactive** settings.

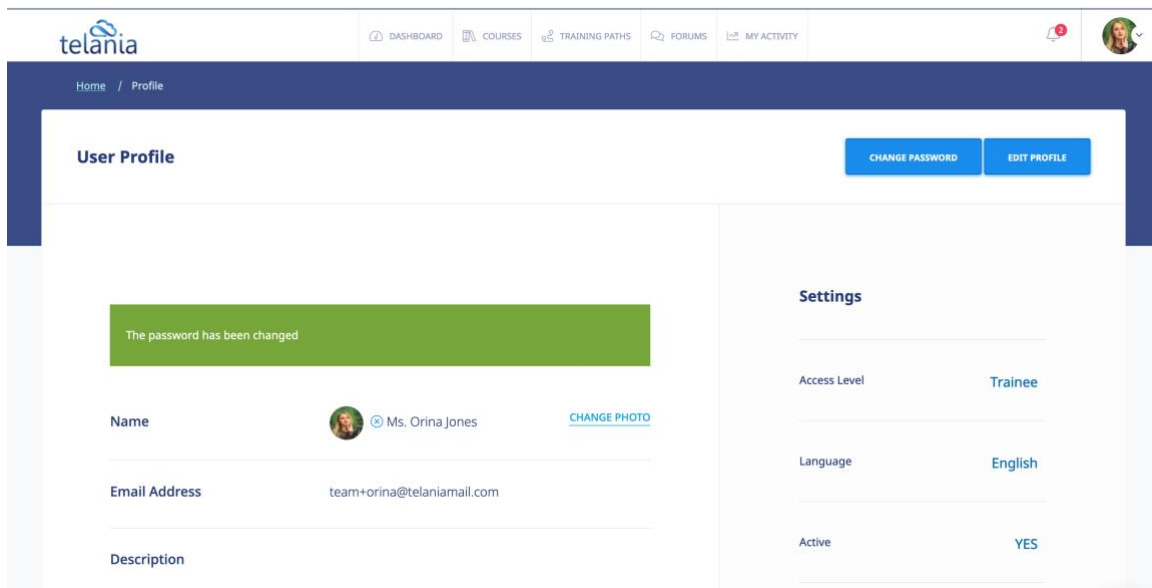
## Changing Your Password

Clicking the **CHANGE PASSWORD** button allows you to reset your password. As shown in the following illustration, the **Change Password** screen is displayed. Enter your old password in the **Old Password** field, enter your new password in the **New Password** field, re-enter the new password in the **Confirm New Password** field, and then click .




The screenshot shows the 'Change Password' form within a web application. At the top, there is a breadcrumb trail 'Home / Profile'. The form title 'Change Password' is displayed. Below the title are three input fields: 'Old Password \*', 'New Password \*', and 'Confirm New Password \*'. At the bottom left of the form are two buttons: 'SAVE' (highlighted in blue) and 'CANCEL'. At the bottom right is a small circular chat icon.

As shown in the following illustration, the system confirms that the password has been changed.



The screenshot shows the 'User Profile' page. At the top, there is a navigation bar with the 'telania' logo and links to 'DASHBOARD', 'COURSES', 'TRAINING PATHS', 'FORUMS', and 'MY ACTIVITY'. A user profile picture and a notification bell are on the right. Below the navigation bar is a breadcrumb trail 'Home / Profile'. The page title is 'User Profile'. On the right side, there are two buttons: 'CHANGE PASSWORD' and 'EDIT PROFILE'. A green message box states 'The password has been changed'. The profile information includes: Name (Ms. Orina Jones, with a 'CHANGE PHOTO' link), Email Address (team+orina@telaniamail.com), and Description. On the right, the 'Settings' section shows: Access Level (Trainee), Language (English), and Active (YES).

## **MY ACTIVITY – DOWNLOAD YOUR TRANSCRIPTS**

Click the  **MY ACTIVITY** tab to access and download your activity reports including Course Completion history and scores.

[Home](#) / [My Activity](#)

**My Activity**
Last Login: 09/05/2019

[Download Completion Report](#)

### Assigned Courses

NO.	NAME	STATUS	DEADLINE	QUIZ	DATE COMPLETED	DATE ASSIGNED
1.	<a href="#">Accident Investigation</a> Created by: Cook, George	0% <span>NOT STARTED</span>	none	N/A	-	09/04/2019
2.	<a href="#">ADVChem</a> Created by: Cook, George	0% <span>NOT STARTED</span>	none	N/A	-	09/04/2019
3.	<a href="#">Bloodborne Pathogens in Commercial and Industrial Facilities</a> Created by: Cook, George	0% <span>NOT STARTED</span>	none	N/A	-	09/04/2019
4.	<a href="#">Business Friendly Customer Service</a> Created by: Cook, George	0% <span>NOT STARTED</span>	none	N/A	-	09/04/2019
5.	<a href="#">Cell Phones In The Workplace: A Dangerous Distraction</a> Created by: Cook, George	0% <span>NOT STARTED</span>	none	N/A	-	09/04/2019
6.	<a href="#">Creating a Mindset for Change (Leaders) Part 1: Changing Your Mindset</a> Created by: Cook, George	0% <span>NOT STARTED</span>	10/04/2019	N/A	-	09/04/2019
7.	<a href="#">Guaranteed HVAC Success</a> Created by: Cook, George	0% <span>NOT STARTED</span>	none	N/A	-	09/04/2019
8.	<a href="#">Micro Learning - How to Engage - DUPLICATE</a> Created by: Cook, George	0% <span>NOT STARTED</span>	none	Uncompleted	-	09/04/2019
9.	<a href="#">New Hire Orientation Course - Welcome</a> Created by: Cook, George	100% <span>E-SIGNATURE REQUIRED</span>	none	Passed	-	09/04/2019
10.	<a href="#">Onboarding 101-New</a> Created by: Cook, George	0% <span>NOT STARTED</span>	09/28/2019	Uncompleted	-	09/04/2019
11.	<a href="#">Powerpoint safety meeting v2 - DUPLICATE</a> Created by: Cook, George	0% <span>NOT STARTED</span>	none	N/A	-	09/04/2019
12.	<a href="#">Safety 101</a> Created by: Cook, George	0% <span>NOT STARTED</span>	none	Uncompleted	-	09/04/2019
13.	<a href="#">Sales Pre-Training For New Hires</a> Created by: Cook, George	0% <span>NOT STARTED</span>	10/04/2019	Uncompleted	-	09/04/2019

### Completed Quizzes

NO.	NAME	DATE COMPLETED	TIME LIMIT	SCORE	PASSED
1.	<a href="#">New Hire Orientation Course - Welcome</a> Created by: Jones, Orina	09/05/2019	0 min.	100%	

[Download Transcripts](#)

### Completed SCORM Lessons

NO.	SCORM	STATUS	DATE STARTED	SCORE	PASSED
1.	<a href="#">Bloodborne Pathogens: The Unexpected Hazard - Concise Version</a>	Uncompleted	09/04/2019	N/A	


[Download Transcripts](#)

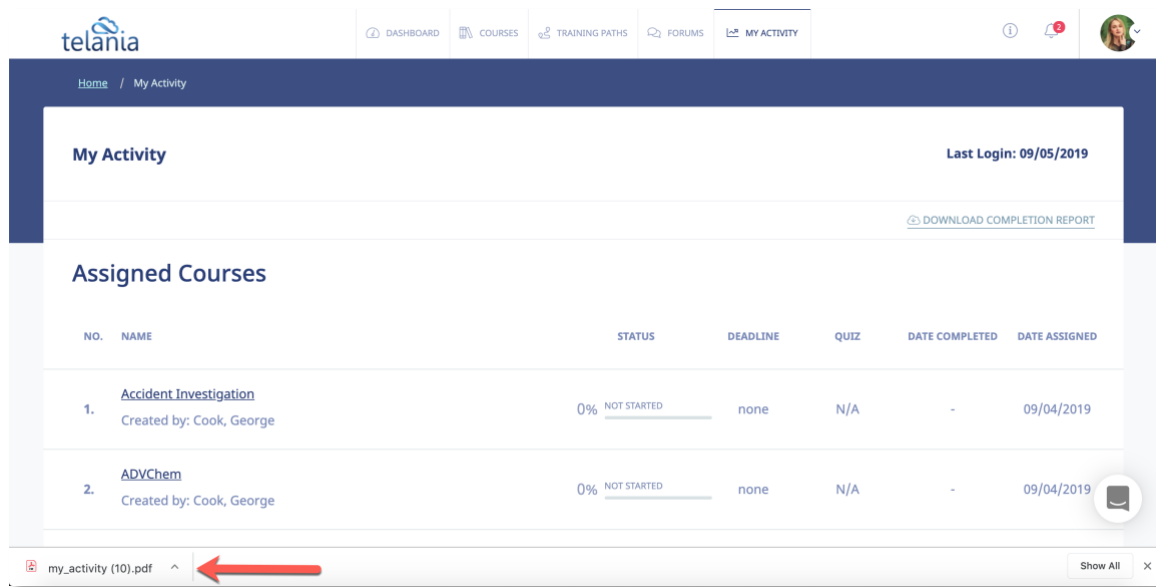
### Assigned User Groups

NO.	NAME	CREATED BY	NO. OF MEMBERS	DATE CREATED
1.	<a href="#">Louisville Team</a>	Cook, George	8	09/04/2019

### Assigned Training Paths

NO.	NAME	CREATED BY	NO. OF COURSES	DATE CREATED
1.	<a href="#">My_TP_sam@excelensoftware.com</a>	Elise, Samuel	3	11/21/2017
2.	<a href="#">Welcome to our company</a>	Cook, George	3	03/13/2017

Click the  **DOWNLOAD COMPLETION REPORT** link to download your personal complete activity. As shown in the following illustration, your activity report will be downloaded as a PDF.



The screenshot displays the 'My Activity' page in the Telania system. The top navigation bar includes links for DASHBOARD, COURSES, TRAINING PATHS, FORUMS, and MY ACTIVITY. The 'MY ACTIVITY' section shows the user's last login as 09/05/2019 and a link to 'DOWNLOAD COMPLETION REPORT'. Below this, the 'Assigned Courses' section lists two courses: 'Accident Investigation' and 'ADVChem', both created by Cook, George. Each course has a progress bar showing 0% completion and a status of 'NOT STARTED'. The download bar at the bottom shows a file named 'my\_activity (10).pdf' with a red arrow pointing to it.

NO.	NAME	STATUS	DEADLINE	QUIZ	DATE COMPLETED	DATE ASSIGNED
1.	<a href="#">Accident Investigation</a> Created by: Cook, George	0% NOT STARTED	none	N/A	-	09/04/2019
2.	<a href="#">ADVChem</a> Created by: Cook, George	0% NOT STARTED	none	N/A	-	09/04/2019

You can also download your quiz results transcripts for your tests. To download your transcripts, click the [DOWNLOAD TRANSCRIPTS](#).

The screenshot displays the 'Completed Quizzes' section of the eLeaP interface. At the top, a course titled 'Sales Pre-Training For New Hires' is shown with a progress bar at 0% (NOT STARTED), a date of 10/04/2019, and a status of 'Uncompleted'. Below this, a table lists completed quizzes. The first entry is 'New Hire Orientation Course - Welcome' (ID: 1), created by Jones, Orina, completed on 09/05/2019, with a time limit of 0 min, a score of 100%, and a 'PASSED' status. A 'DOWNLOAD TRANSCRIPTS' link is visible next to this entry. Below the table is the 'Completed SCORM Lessons' section, which is currently empty. A red arrow points to the 'Quiz Transcript....xls' file in the browser's download bar at the bottom.

NO.	NAME	DATE COMPLETED	TIME LIMIT	SCORE	PASSED
1.	New Hire Orientation Course - Welcome Created by: Jones, Orina	09/05/2019	0 min.	100%	✓

[DOWNLOAD TRANSCRIPTS](#)

NO.	SCORM	STATUS	DATE STARTED	SCORE	PASSED
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\*\* If your Course Instructor chooses to enable **Completion Certificates**, you can download your Course Certificate from your **Course Details** screen by clicking [DOWNLOAD CERTIFICATE](#) or [DOWNLOAD CERTIFICATE](#).

The screenshot shows the 'Feedback required' screen in the eLeaP interface. The top navigation bar includes links for DASHBOARD, COURSES, TRAINING PATHS, FORUMS, and MY ACTIVITY. The main content area has a 'Feedback required' header with a 'COMPLETED' status and a 'DOWNLOAD CERTIFICATE' link. Below this, there are tabs for 'Course Content' and 'Notes'. The 'Course Content' tab is active, showing a list of items: 'Instructions - Please read' and 'Another'. To the right, the 'Feedback required' section displays the instructor's name 'Cook, George' and the status 'Deadline in No Deadline'. At the bottom, there is a 'Signed on' timestamp '08/29/2019 19:47 EDT' and a 'DOWNLOAD CERTIFICATE' button. A 'BACK TO MY ASSIGNED COURSES' link is visible in the bottom right corner.

**Feedback required** COMPLETED [DOWNLOAD CERTIFICATE](#)

**Course Content** **Notes**

Instructions - Please read UNCATEGORIZED Created on 08/29/2019

Another

**Feedback required**

Cook, George  
INSTRUCTOR

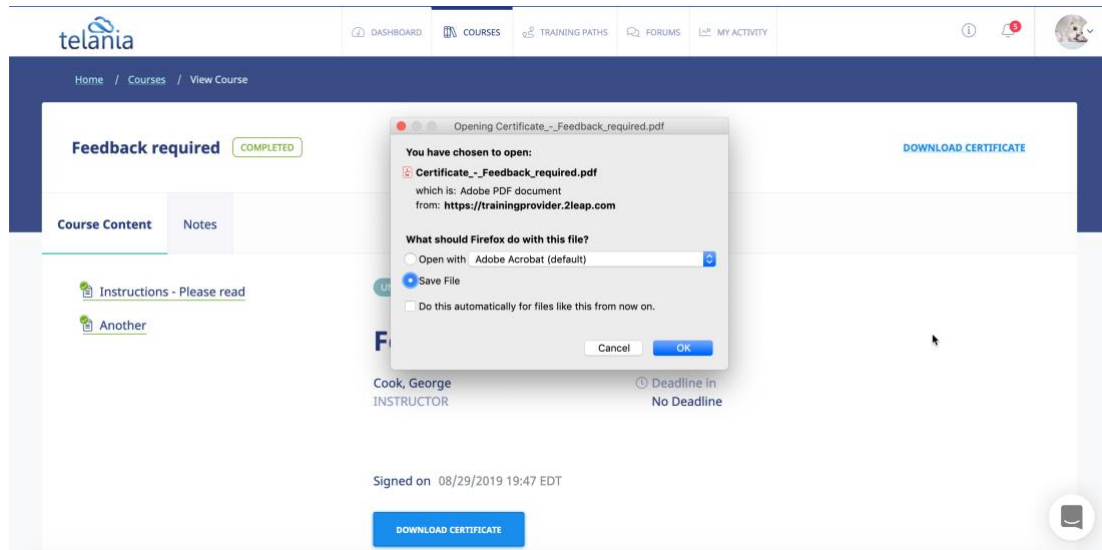
Deadline in  
No Deadline

Signed on 08/29/2019 19:47 EDT

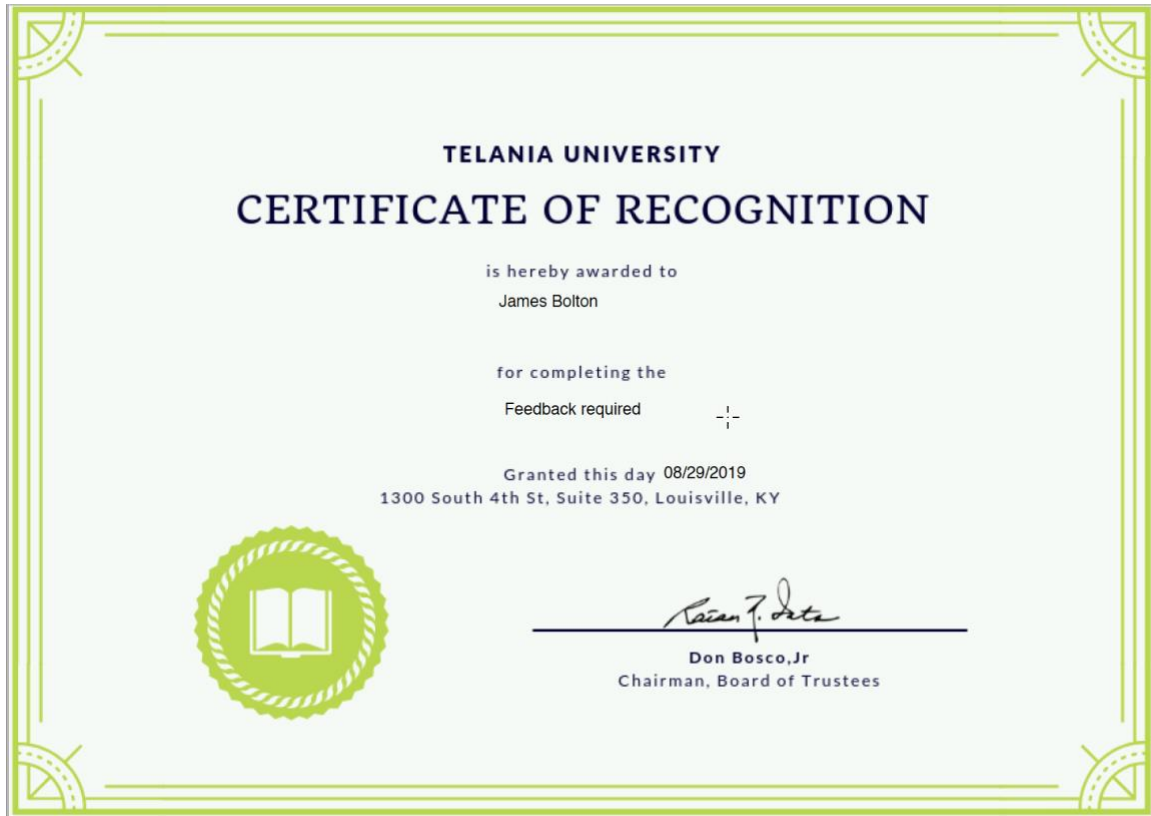
[DOWNLOAD CERTIFICATE](#)

[BACK TO MY ASSIGNED COURSES](#)

As shown in the following illustration, you are presented with the option to either **Open** or **Save** the .PDF-formatted Certificate File. Choose the **Open** option to open the file, and then save it to your computer, or click the **Save** option to download the file and then use your PDF reader to open it.



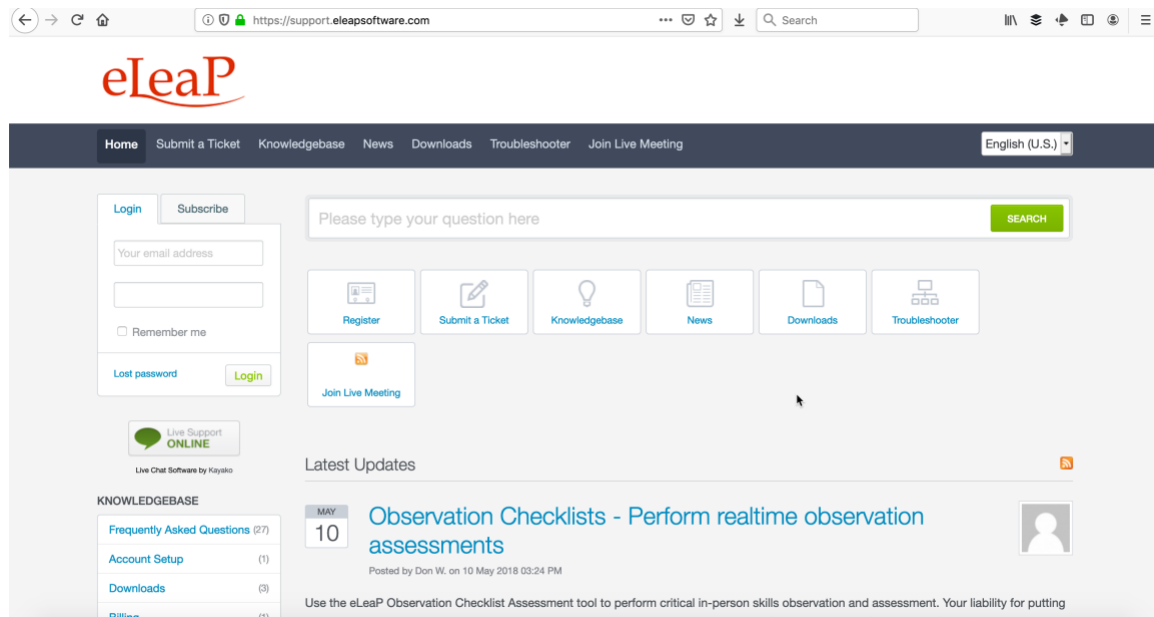
Whichever option you choose, the Certificate file, when viewed from within your PDF reader, will look similar to the following example.





## SUPPORT/HELP CENTER AND ELEAP™ KNOWLEDGE-BASE

eLeaP™ has an incredibly helpful online support center. To access support and help 24/7, go to <http://support.eleapsoftware.com> .



At the Support Center, you can:

Access our **eLeaP™ Knowledgebase**. This is a specialized library of articles and reports and powerful how-to tips on how to maximize your eLeaP learning and training system.

**Submit-a-Ticket:** Do you have a particular question or need help with a feature in eLeaP™? Submit a ticket to our helpful staff and you will receive answers. This is an incredibly useful feature. We encourage you to make good use of it.

Get **Live Help**: Access real-time help from our Support staff

**Downloads:** If you need special reports, White Papers or even user guides or manuals, access our Downloads section to get this material.

**Troubleshooter:** Step-by-step tour to find help for your problems.

**News:** Visit our news section to learn about the latest happenings in eLeaP™ and our parent company Telania, Inc.